

**Emotional Intelligence**  
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**Module No # 5**  
**Lecture No # 23**  
**EI New Vision for Learning**

Welcome back, we are discussing about general educational outcomes of emotional intelligence. So we discussed about how EI facilitates our writing skills, presentation skills, problem solving, ethical behavior, how EI enhances the effectiveness of team work, how it facilitates team work also, having a global perspective we just highlighted what is the perspective of emotional intelligence in a global context, how it creates scope for achievement of global peace and prosperity?

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### Emotional Intelligence in Higher Education

**Address issues that connect with student success**

- Experiencing Stress
- Feeling overwhelmed
- Not getting along with others
- Giving up
- Engaging in destructive behaviors

**Address General Education Outcomes**

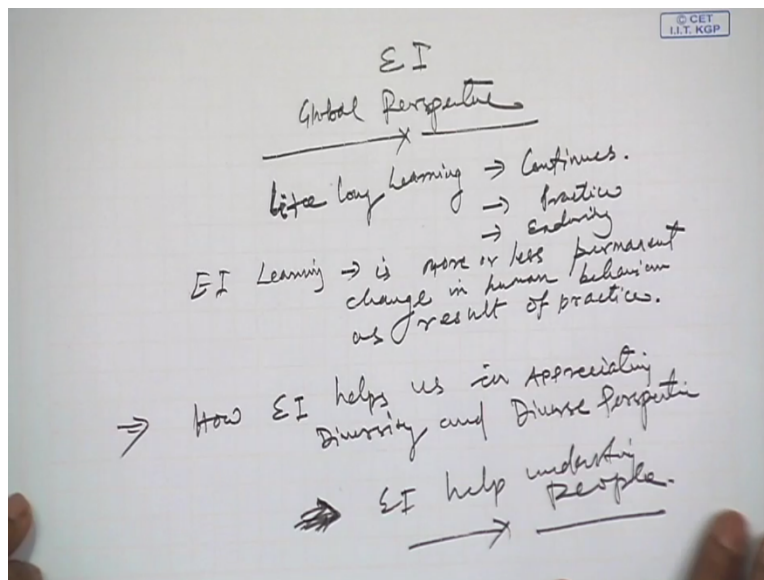
- Writing
- Presenting
- Problem Solving
- Ethical Behavior
- Working in Teams
- Having Global Perspectives
- Lifelong Learning
- Appreciation for Diversity and Diverse Perspectives

How it creates scope for understanding each other from other nationalities or other cultures. How EI goes beyond cultural boundaries, and expanding the scope for understanding each other's emotions thereby facilitating a positive climate for international understanding. That is where EI is very helpful in expanding its global applications. And then we discussed how EI helps us in our lifelong learning. So are you all known that, learning is more or less permanent change in human behavior?

As a result of practice, it is not that one day you are showing high level of emotional intelligence and next day you go down. So, that is how it shows it is a continuous process. And we need to seek also feedback on our emotional intelligence behaviors.

Is there any incremental changes happening to us, maybe our trainers our counselors our assessors our teaching assistants, teachers, they maybe the right person to give us the right kind of feedback on our growth and development in our emotional intelligence. And the last but not least is called appreciation for diversity and diverse perspectives.

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How EI does helps us in appreciating diversity and diverse perspectives. So we have seen that even I published a paper on managing diversity through emotional intelligence. In fact, this paper was published during late nineties in the zonal of Indore management research that is published by Indore management institute in Indore. The article highlights role of EI in managing diverse steams.

The paper focuses on how to manage diverse steams in organizations or basically it is focusing on diversity. So we find diversity in terms of people working together from diverse background such as culture, colors, caste, different languages. So, when people from different cultures have

different behavior they have different attitudes, they have different expectations. So, every individual display a unique basis of behavior which may not fulfill the expectation of others.

So, in the process many miscommunications happen, many misunderstanding happens. So we often say that diversity most of the times creates conflict among peoples or team members. But, if you look at the positive side of it, an emotional intelligent leader always assimilates diverse ideas from different peoples. So, that is where he says that I do not want to miss the collective intelligence available in my team irrespective of their differences.

So I am not interested in utilizing their differences, I am interested in utilizing the talents the similarities that can contribute the success of the team work. So that is where EI helps understanding people better, their emotions, their intentions, their behaviors. So once you understand the emotional status of your people probably you will be able to cater the surmises required for their management. So that is where emotional intelligence helps in managing diversity.

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*From Greater Expectations: A New Vision for Learning as a National Goes to College (AAC&U 2002)*

**The Empowered Learner**

- ❑ Communicates effectively
- ❑ Has the ability to manage change
- ❑ Works within diverse groups

**The Informed Learner**

- ❑ Understands the human imagination, expression, and the products of many cultures

**The Responsible Learner**

- ❑ Has deep understanding of one's self and respect for the complex identities of others, their histories and their cultures.

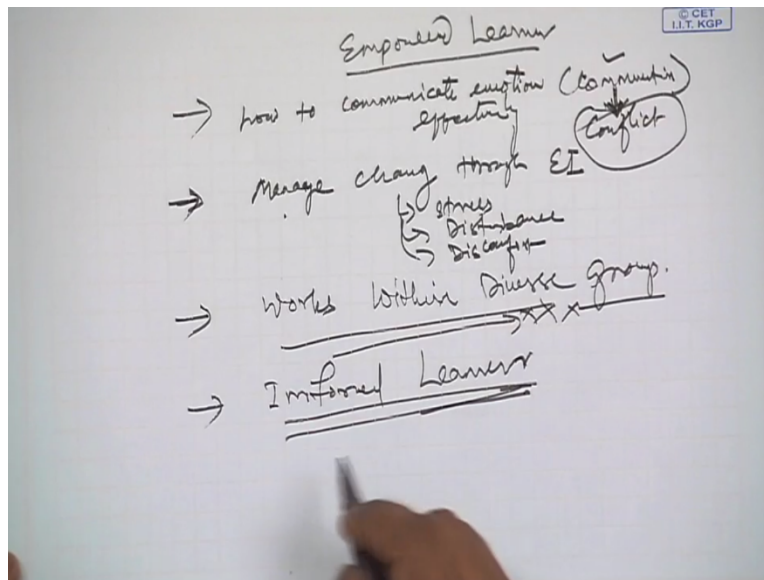
And going further we can say that an experimental basis united states, the EI was you know started in educational systems, and EI experts try to experiment in a college situations where they say that they the from the greater expectations to a new vision for learning. How EI can create a new vision of learning in higher educations. Which has created a lot of revolution all around the

globe now, that EI needs to be a part of the curriculum of the higher education system across the globe.

So that is why we have been witnessing or observing in IIT's and NIT's, IIM's everywhere. Even in university education. Emotional intelligence is getting a special status, how to nurture emotionally stable students. How to enhance the emotional maturity of students? How to enhance the overall emotional intelligence so that when they get into the later stage of their life they can better manage their personal life as well as their career in working organizations.

That is why EI is taking greater momentum and more imposes and getting a better status in our higher education systems. If you look at the education systems we identify the relationship between the teacher and students, the empower learner. How we can empower the learner of the students in our class room situations through emotional intelligence? So one of the benefits that we can communicate emotions we can test

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How to communicate emotion effectively? So this is one way to enhance their communication because communication is the only reason to bring conflict in our life. Sometime we say it is due to unintentional communication. Many times what happens to communicate certain things we do not actually intend to communicate, by mistakes we say then you feel guilty. Then we feel that

we repent due to our error and many times we arrogantly communicate without paying respect to others feelings.

So that also creates conflict, so how to communicate honestly and respectfully so that creates a climate of comfort, a climate of opportunities, a climate for negotiation, a climate for discussion and learning. So that is how we take care of in the sense of empowered learning, empower learner, the learner can benefits through communication. The second thing is has the ability to manage change? Yes, so how effectively managing change through EI?

When any kind of change takes place it creates stress, disturbances, discomfort. Is not it? So these are likely hood outcome of any kind of change when that are, those are initiated in organizations. So EI helps us to make us calm and compose on difficult situations under disturbances. So that is how it builds our coping strategy, how to cope effectively with any kind of change. Works within diverse group, say for examples when you conduct group activities in our classroom situations.

Suppose I have given a group task to perform a skit on national development or psychology for the growth of humanities and there are many students who are not, when I change their group from one group to other groups they suddenly try to approach. Because they have certain comfort zones, they are at ace to communicate freely with certain peoples, which satisfies their emotional needs. So that is why they are comfortable.

But the usual reaction is resistance to change. But when I convince them that this is how you are going to get benefit out of this then they probably change the groups. So, that is how they develop the ability to manage change, and the third one is works within diverse group. You know I often observe in my class there a particular group of students they try to sit together throughout the semester. But when I say okay, those who have sat during the last week this side can change to the right side.

You will find tremendous resistance to no why sir, why is it so? we are comfortable sitting with our friends etc. then when I try to convince them, no, by doing this you are limiting your

interaction, you are not creating scope to understand and get in touch with others. So more you interact with different groups, new groups more you get to know. Now that is how they develop diverse groups systems and diversity in terms of knowing about others.

Knowing about other cultures, other disciplines somebody is from chemical, somebody is from computer science, somebody is from management, somebody is from humanities. So when they try to interact with each other disciplines they also learn more about other disciplines, other people, etc. that is how they develop the diversity within themselves. Then informed learner, how they are informed well? Understands the human imagination, expression and the products of many cultures.

So when you talk about informed learner. So this shows that how a learner is well aware of other cultures. How other people think like you know in terms of cross cultural communications there are differences. American, they shake hands in a different way, Europeans shake hands in a different way but when it comes to Indians, Indians need a very tight hand shake. If you give them a loose hand shake they feel that the person who is interacting with them is not interested.

So a particular kind of behavior also indicates a kind of message they are passing that they are not interested or they are interested to have business. So, every interaction facilitates our behavior for future activity so that is why how other people think, how other people behave, how other people express, you can only get to know when you interact about to others. When you developed your awareness about others so more you are aware about others better you are in a sorry EQ profile.

So that is how diverse calls have been diverse experiences and enriches the domain of one's emotional intelligence. Then the next responsible learner so one is empower learner, another is inform learner and the third one is what you call a responsible learner. As a learner what is your responsibility to discharge, you discharge duty, and you responsible for certain activities, for yourself for others, so that is how we need to nurture in one that you need to be a responsible person in the society.

Has deep understanding of oneself and respect for the complex identities of others. Many times what do we happen without others culture behaviors, many student criticize others. Like say for, somebody is having a different dress patterns which is seems to be very unusual. Somebody is having a different kind of haircut, you know whenever any football match is going on the students try to follow them. So a particular hairstyle reflects a particular kind of behavior.

So without understanding the implications of other students pass sarcastic comments that create conflict among them. So, we need to develop a responsible behavior within the students so that they reflect maturity, they reflect assertiveness, and they reflect a kind of understanding that does not hurt others, rather that reflects the respect for others. So that is why one needs to understand their histories and their cultures so that they can better behave.

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**Identifying skills successful students have or need to develop**

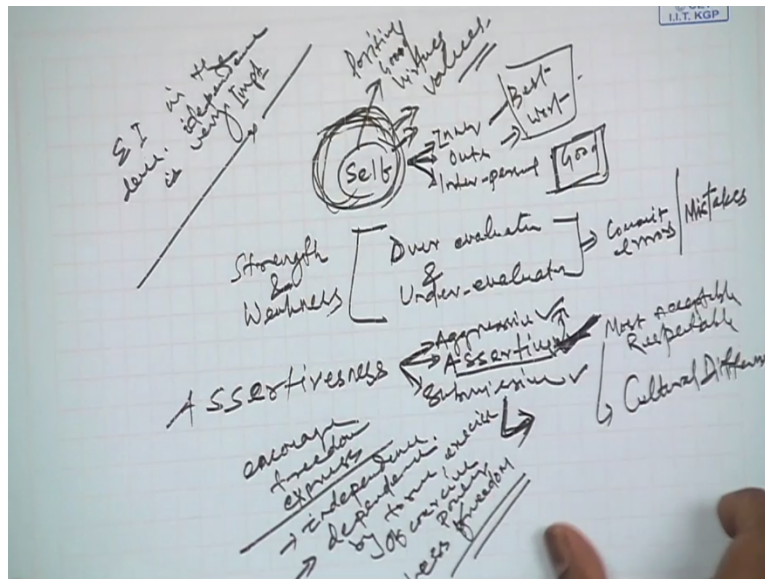
- Emotional self-awareness
- Self-regard
- Assertiveness
- Independence
- Self-actualization
- Reality testing
- Flexibility
- Problem solving
- Stress tolerance
- Impulse control
- Empathy
- Social responsibility
- Interpersonal relationship



These are some of the skills that has been identified by Robert Baron in his tool what you call the emotional quotient inventor EQI, he has identified a couple of skills that are vital for ones or students success. Like emotional self-awareness we have already discussed about. How accurately they can judge their own emotions, how accurately they can regulate their emotions? Suppose, you are feeling hungry, how could you control your hunger? That is very important.

Are you aware that you are feeling hungry? Are you aware that if you express anger on others what would be the consequences? What could be the outcome? So these are certain things that needs to be communicated to the students to take control of their own emotions.

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Then another is self-regard, how do you value others? How do you value yourself? You know self is consist of inner self, outer self, inter personal self. You know many times what happens, we over value that we are the best.

But when you over project yourself, people say that this person is the worst. You can only make it balance by developing a good interpersonal trust. When other people value that yes, you are a good person, but many times due to over evaluation and under evaluation we commit error or you can say mistakes. You are unable to access your strength and weakness. So, if you are not aware of, well aware of your strength and weakness.

Then you are sometimes devaluing yourself if you are over valuing you are saying again that you are the best you are devaluing saying that no I am not at par with others. But actually you are a good person but your self-assessment is not good. So self-regard sometimes brings positive values in life sometimes if over evaluation is there it may create troubles for others. So ones self-regard is called respecting yourself, honoring yourself, positive value towards you.



So one needs to know, always until you feel well you cannot think well. So it is always important to develop a good self within oneself. So this good self should be consist of good virtues or positive virtues and values. Then it comes to assertiveness. Communicating something without hurting others that is what you call assertiveness. You know, basically when you talk about communications there are three kind of communication. One is called aggressive, submissive and assertive.

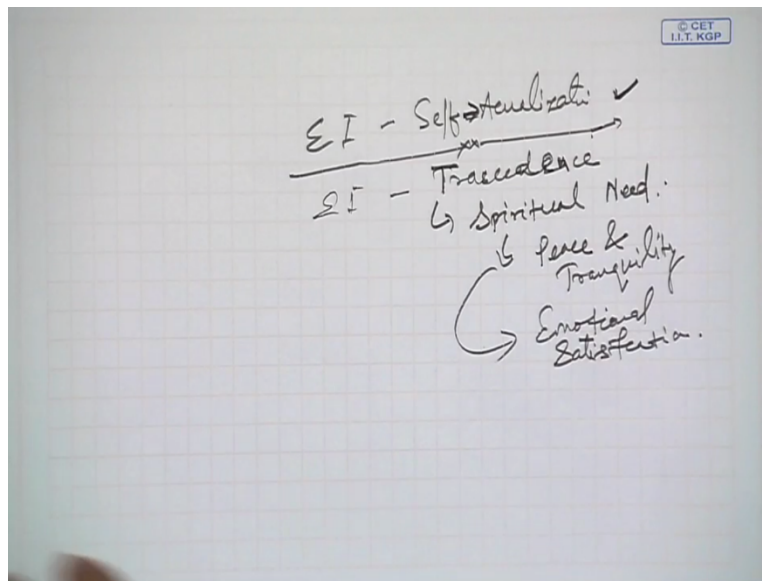
So neither aggressive nor submissive is socially acceptable or respectable. But people often say you can behave assertively, assertiveness is considered as the most acceptable or respectable. But it also varies from, there are also cultural differences, in India we have seen that we have so much power distance between junior and seniors. Even if assertiveness is also considered as aggressiveness, nobody encourages that you talk on the face.

People very really appreciate face to face communication. Rather, people are comfortable with submissive communication if your senior is saying and if you are a good listener then you are liked by all. But if you question your seniors or if you question the authority of a person then your counter question by your senior that how dare you to ask me this questions? So this proper notion that you know, create depression, or that dis-satisfies or brings frustration in the minds of the junior to grow up or to develop.

And forget about the question of assertiveness. But in the western cultures due to freedom given to students, the student is free to ask questions for his personal growth and development and that courage, that is actually the notion of encouraging freedom of expression, and that will develop independence, in the sense, independent thought, independent action. That means we are empowering the individual to stand on his feet alone.

But in India, dependency is very much developed by force, exercise of coercive power and less freedom. So when you are giving less freedom to a person to express his thoughts and feelings you cannot develop individuality that is where EI creates a lot of awareness. So EI in the process of in the development of independence is very important. Now there is another skills that is equally important that is called self-actualization.

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EI and self-actualization there is direct relationship. In fact if you look at the Maslow's need hierarchy theories, you know IQ is required for the satisfaction of the lower level needs, like when IQ helps me get into a job that will help you satisfy your basic needs, then the moment you enter into a middle level needs like respects, honors and then you become status conscious. Then you realize the value of higher level of needs where you try to nurture high values like respecting others, honor, creating a positive state of mind.

Helping others artistic behavior and a good citizenship behavior, these are certain characteristics that EI takes care of when you enter into the later period of your work life. And self-actualization is nothing but it is not only ones own development it also takes care of others development. How your behavior has impacted the overall growth and development of the society. And you will feel that I have used my optimum skills and competencies for the growth and development of self and others.

That is what you call self-actualization. But taking into further also even EI is also related to transcendence, EI and transcendence. Transcendence is nothing but a spiritual need which I often used to quote that it maybe, this need maybe higher than self-actualization what we talk about because this is even after optimal achievement people are not happy with themselves. They feel as if they are not at peace. So peace and tranquility these bring peace and tranquility.

Where you derive maximum emotional satisfaction, this is where EI plays a very important role. Well when you talk about reality testing how you are behaving, how your behaviors are guided by reality principles, how well you are aware about the reality of life. Do you really respect the rules and regulations of the society? Are you guided by the reality principle? That is very important focus. Flexibility, how flexible you are, we often say that behave like a Roman when you are in Rome.

That shows the flexibility of a person because when you are moving from one place to another place, one country to another country, the rules are different the regulations are different, cultures are different, people are different, so you need to change yourself, not other situation will change for you. So that is why every situation demands flexibility. So therefore, flexibility is one of the important emotional competency or emotional intelligence skills that needs to be nurtured among the students.

For their benefits in their future life then problem solving we have already discussed as stress tolerance also we have already discussed if you are emotionally stable, emotionally matured, and if you are emotionally intelligent you will be able to regulate your emotions in a right way. So, that will help you to develop your stress tolerance mechanisms. Impulse control, we often said that think thrice before you react. And this type of control often comes across experience situation in control with different events.

Incidents and fifty percent of our emotion impulse control happens, if suppose you are on angry mood or angry state just put down your head for few seconds, look down for few seconds, you will find fifty percent of your anger going down and you are managing your impulses, cooling down themselves or people often advice even I also tell my students when you in high temper just close your eyes take a deep breath and open your eyes then you will find as if fifty percent of your stress is gone out from you.

But, if you make face to face contact, at the time of your anger or high impulse rate you are likely to blast others than to control yourself. So this is how we educate our students to control impulse the best way is you must try to channelize directly your emotions you are feeling in the

right directions. Then empathy how you are displaying care and concern about others so sympathy is the only concerns but empathy is care plus concern.

You are initiating certain action, putting your leg into other's shoe that is why you say that empathy is very vital and to be nurtured in students because they are the future citizens, they are going to take care of themselves, they are going to take care of the society, and they are going to take care of their families. So empathy is going to benefit them in a big way. Thank you.