

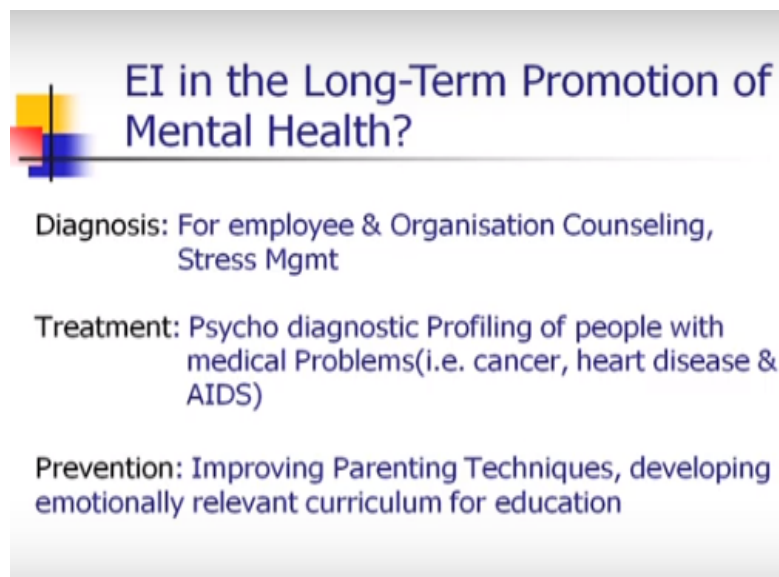
Emotional Intelligence
Prof. R. K. Pradhan
Department of Humanities and Social Sciences
Indian Institute of Technology, Kharagpur

Module No # 6
Lecture No # 27
EI and Cultural Adjustments

Yeah coming back to our ongoing discussion on EI and long term promotion of mental health and wellbeing so we are talking about how to make the X-ray of once emotional intelligence where we discussed about (()) (00:31) emotional intelligence as well as Baron's EQI. I to recommend to all of you if you get a change please undergo the emotional intelligence test developed by Robert A Baron.

So that will give the clear indication of your current status of emotional intelligence and you conduct any psychologist who know the concept of emotional intelligence or which practice in this say in the field of emotional intelligence will be better position to guide you the for your personal growth and development related to emotional intelligence. So as you all know that every organization need to make the diagnosis of their emotional intelligence.

(Refer Slide Time: 01:11)



**EI in the Long-Term Promotion of
Mental Health?**

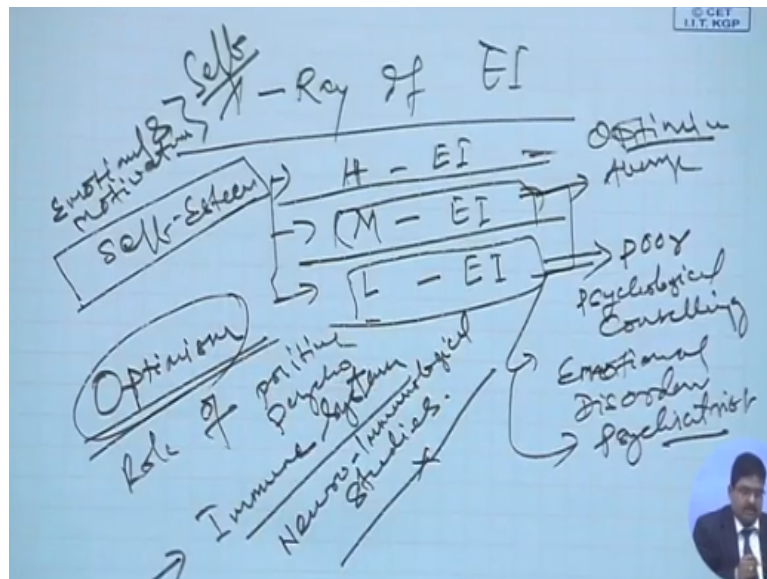
Diagnosis: For employee & Organisation Counseling,
Stress Mgmt

Treatment: Psycho diagnostic Profiling of people with
medical Problems(i.e. cancer, heart disease &
AIDS)

Prevention: Improving Parenting Techniques, developing
emotionally relevant curriculum for education

Probably after diagnosis you will get to know the status of your employees. Where you will try to build up a group low EI group, so after the assessment you know the moment you make X-Ray of EI.

(Refer Slide Time: 01:26)



So you will be likely to create group high EI the low EI or medium EI and low EI group. So leave this group apart when you compare this so you can have different mechanism to develop. Take this group differently because they are at least having average profile.

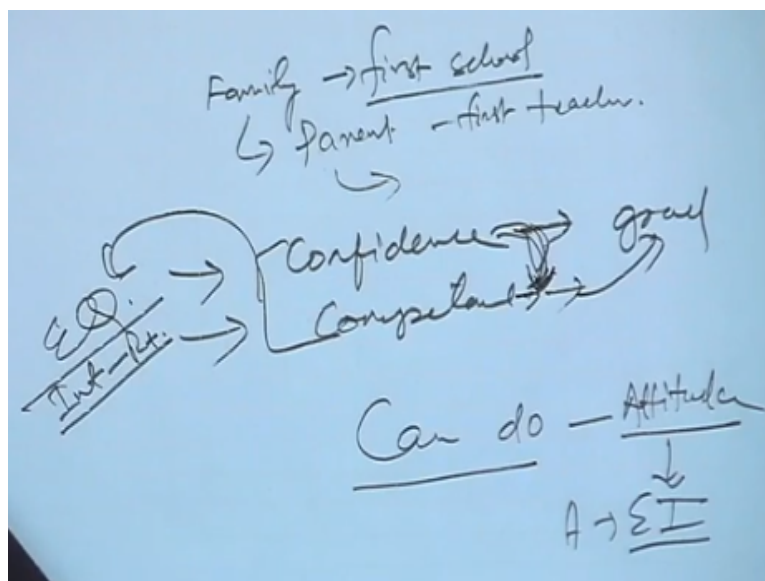
But focus will be on this group those who are low on their emotional intelligence they are below average or having a poor status. This is what we call the optimum, as we discussed in baron's EQ mapping and maybe we will not call it as treatment those who are poor in they need immediate psychological counseling psychological counseling as you all know that prevention is better than cure.

But if they are suffering from emotional deficiencies what we call emotional disorders maybe they will be referred to psychiatrist. So that is where psycho diagnostic profile of people with medical problems such as like say for examples some people having cancer diseases, heart diseases or suffering from AIDs. So you know usually this people self-esteem is quite low and this is something that effects once emotional and motivational self and why because this this directly affecting your state of optimism.

You know in a recent research in cancer research it has been seen that positive psychology is playing a big role for the survival of cancer patients because that the role of positivity role of positive psychology is enhancing the immune system immune system of patients you know this is directly a neuro-immunological studies. As reported optimism enhances the survival capacity of cancer patients of peoples those who are living with cancer or heart diseases or AIDs.

So that is why now a days even doctors are recommending do not create further stress those who are suffering from this kind of disease always bring them to yes. Give maximum support, create humor, smile laughter in their face so that their you know survival starter or coping capacities enhance. So this is one way to do it another is improving the parenting technics when you observe that there is some set of psychological or emotional deficiency your kid is suffering from.

(Refer Slide Time: 05:21)



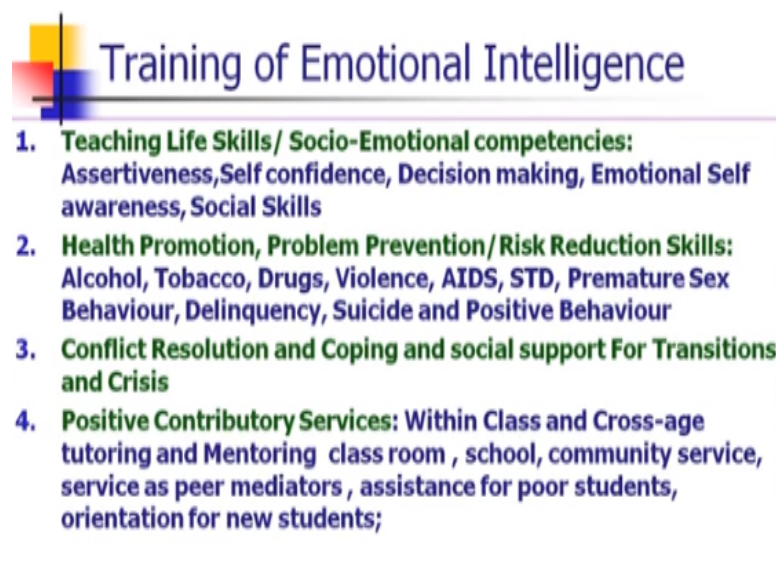
So this is the main important or I would say it is more or less responsible of parents because family is the first school of any child. So parents are the first teacher parents are the first teacher so any kind of training advice would result in a better way in a teacher in a school. So that is why so we have also published a paper you know shy inside a journal not journal exactly actually it is a magazine psychological magazine published.

One association Indian health research association who published journal Indian positive psychology we published a paper the highlighting role of parenting even one of my research scholar Prathista has published the step paper on parenting what kind of parenting style is better for enhancing you know the social adjustment of their children's. So we conducted a study in full set it is published in one of the Canadian journal international journal of applied psychology. This is published by Canadian center for education and research.

So we have seen that there are specific parenting style they improves so social adjustments students particularly in developing their emotional immune systems and developing social

responsible to good citizens. So this can be also included in our education curriculum and that his teacher ha should adopt a particular style you know nurturing students behavior and controlling students behavior providing a guidance counseling etc.,

(Refer Slide Time: 07:17)

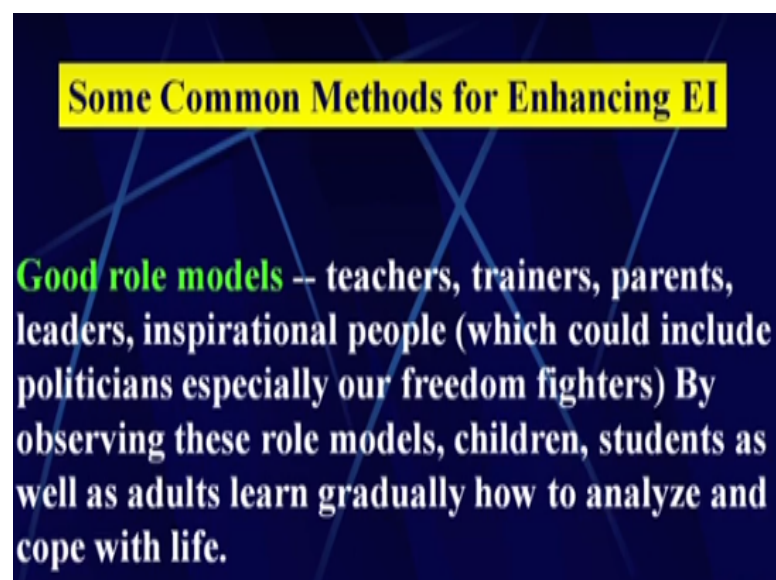


Training of Emotional Intelligence

- 1. Teaching Life Skills/ Socio-Emotional competencies:**
Assertiveness, Self confidence, Decision making, Emotional Self awareness, Social Skills
- 2. Health Promotion, Problem Prevention/ Risk Reduction Skills:**
Alcohol, Tobacco, Drugs, Violence, AIDS, STD, Premature Sex Behaviour, Delinquency, Suicide and Positive Behaviour
- 3. Conflict Resolution and Coping and social support For Transitions and Crisis**
- 4. Positive Contributory Services: Within Class and Cross-age tutoring and Mentoring class room , school, community service, service as peer mediators , assistance for poor students, orientation for new students;**

But when you look at the whole training process of emotional intelligence so let before going to this training process I would say that there are many other direct methods by the help of which we can improve emotional intelligence status of people. So, that their health and wellbeing is restored.

(Refer Slide Time: 07:45)



Some Common Methods for Enhancing EI

Good role models -- teachers, trainers, parents, leaders, inspirational people (which could include politicians especially our freedom fighters) By observing these role models, children, students as well as adults learn gradually how to analyze and cope with life.

So these are some direct methods that in fact we could not discuss in last class (()) (07:50). So there are some common methods good role models, so teacher should refer some role models like you know somebody what is to be the famous engineer those who are in

engineering subjects somebody is doing doctor to be the best doctor in the world say for example somebody is doing in science and psychics I want to just like Newton or Einstein something like that.

I also ask in that what the aim is of like somebody wants to be a bureaucrat, somebody wants to be a politician, the teacher why somebody follows certain role models, so what is the benefit of that. Because they want to imitate certain characteristics say for example somebody wants to be like Mahatma Gandhi because he believes in non-violence. So he wants to guide others how to restore international peace through non-violence reducing conflicts. So that is how teachers, trainers and parents even leaders in their organization leaders like you know Jamshedji Tata.

Talk about their forefathers how they have led this business and created an emperor of business like he in reliance companies, how Dhirubhai Ambani for a small business to create a global emperor of business. So this kind of business models should be communicated to the next level of people of their organization and yes inspirational speech like (()) (09: 23) says winner's cannot do different things they do things differently. So that is how you can inspire people motivate people which could include politicians especially free fighters also.

By observing these role models children's, students as well as adults they learn gradually how to analyze and cope with human behavior. Some people say I want to be like Netaji Subhash Chandra Bose but well there is another moderate group say no I want to be an extreme person I believe in non-violence, am a follower of Gandhi I am the follower of Nehru . So this is how they try to inculcate certain values and virtues which will help them to be a good person in the future that is the main aim of suggesting following a good role model of your life.

(Refer Slide Time: 10:16)

Some Common Methods for Enhancing EI

- Direct reading classes on personality development, value education, etc
- By reading personality improvements books, articles are quite helpful
- One can learn from his/her own life experiences if s(he) is introspective
- Attending workshop and seminar on personality development and the like.
- Media programmes (for children) can be very informative and educative

The positive aspect of religion can offer a lot of solace and guidance

According to Karen F. Stone and Harold Q. Dillehunt, in "Self Science: The subject Is Me", the EQ can be developed by developing the following ingredients: such as self awareness,

There is another direct classes on personality development you know value education now a days different TV programs are coming up you know like (()) (10:27) were there is a small kid group you know Thappu Sena there is a boy name called Thappu who is leading all kids in that society there is a five six family staying in that society and the serial goes on and how this this small boy is leading a team of his followers and rescuing the society.

When the society in trouble and that is how and the parents and all the neighborhood people are appreciating them great going Thappu keep it up. So that is how one needs to encourage good values good acts good behavior in children's to come up. By reading personality improvements books, article is quite helpful. Like you know day before yesterday I was reading about why people should go to temple or why one wants to worship there is a wonderful day better yesterday it was published in speaking tree.

You know in that you know Hindi people not Hindi Hindu people they perform different rituals complex rituals is worshipping a god is contingent upon very strict rules and regulation. You know just last month it was known as karthik month one of the holy month of Hindu people. Where particularly in Orrisa I do not know other parts of country the karthik mass is celebrated like anything worshipping lord karthik the son of lord Siva.

You know karthik is the eldest son and Ganesha is the youngest son. So you will be surprised to know, no non-veg at all throughout the month till karthik Poornima and unbelievable I would call it (()) (12:24) they next day of Karthik poornima is called Chadak Kai. This is the oriya concept called Chadak Kai it means you have kept fast not to have non-veg throughout

this month that day this month ends you are eagerly waiting to have all sort of non-veg what is the hypocrisy.

I really I feel very surprised there are many other rituals also other parts of the country god knows. Then why if you there are people who takes non-veg in a particular day like Sunday Friday or Wednesday but they do not take non-veg on Monday Thursday because Thursday is that day celebrated or worships they worship goddess Lakshmi , Monday is for Lord Shiva.

I do not understand if you are non-vegetarian then you keep on eating it, if you are vegetarian keep on eating it. No that is a belief that has been built up over the years that is why I was reading refereeing to the day before yesterday particularly it has published in times of India in the column of speaking tree.

Why should I worship so the occur was trying to focus on they worship should be the freedom of expression it should be independent exercise see just like when you feel you want to go for a work you going for a work you want to play, you go and play. So, whenever you need to go to temple, you go temple and you pay for some time and comeback. No, if I am lower caste cannot enter the temple, before entering into the temple you should take bath.

So this is what we call no some of the things that has been practiced, without having any logic. So these are certain barriers that needs to be rectified in order to nurture and develop good mind set, good attitude or good means positive attitude to nurture a positive behavior. And in fact if you if you bring some sort of you know purification in these the probably the society will be in better position than creating hatred among god and goddess.

Creating hatred among religious among caste, among social groups etc., one can learn from his or her own life experiences he or she is in prospective. Like say for example somebody has undergone too much turmoil in his like but out of the emotional distress the man has come up now he has stub bliss himself. So ask that person to tell his success stories like you know I used to say like in my class how many of you have you seen the Titanic I used to quote the emotional intelligence of that lady the heroine you can say where who talks about the movie and the movie goes to the flash back.

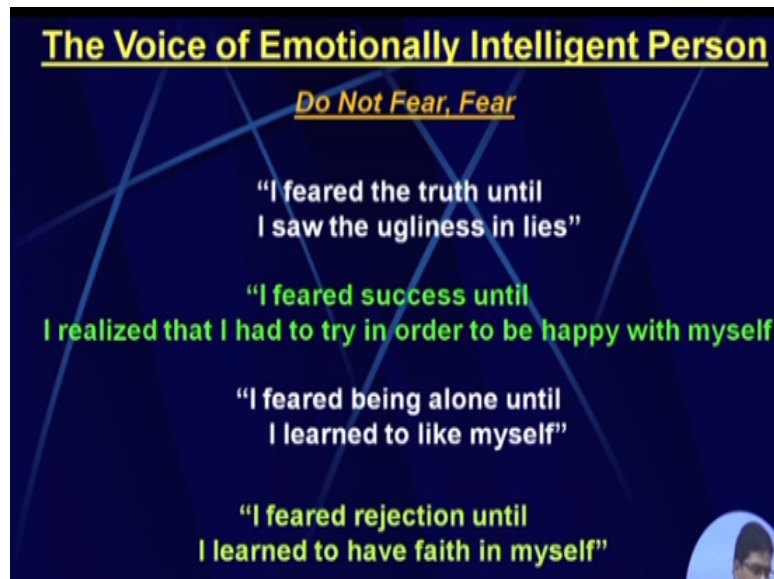
When she was during in her teenage you know that shows you know how emotional is she coped with the situation. So this kind of situations so this kind of stories should be so that means one should understand failure is never final success is never end. So that is mind true story of emotional intelligence it is a continuous process life is a continuous process. We must be emotional assertive and sustainable.

Attending workshop and seminar on personality development programs like you know media programs can be very informative and educative. The like you know many Brahma kumar sir is coming on televisions like they talking about so spirituality a peace non-violence then mental state of affairs. How to manage stress? Of course this can kind of although one cannot overnight develop his emotional stability or stress management skills.

But this kind of lectures this kind of programs definitely will help them to focus on their mind on peace and tranquil. Then another thing is called the positive aspect of the religion can offer a lot of solace and guidance you know this this is every religion has some sort of positive qualities and every no religion creates violence against other religions. It is the people who are custodian the custodian of the religion they try to highlight my religion is superior than your religion.

This is nothing but emotional appeal to divide and rule that is all about religion this kind of appealing? But religion is religious way for life preaching god or preaching other super power what we call. So only the roads are different but destination is one so that is how it should be regulated by human behavior should be regulated. Another important lesson came from the work of Karen and Harold that they talked in their self is this ME. The EQ can be developed by developing the following ingredients such as self-awareness.

(Refer Slide Time: 17:57)



Well when I conduct training programs I use to project this kind of quotations to my audience like I fear the truth until I saw the ugliness in lies this is the real self-awareness. Even telling lies if you do not feel that you are ok then thereafter if you feel better had I said? Had I spoken?

The truth I feared success until I realized that i had to try in order to be happy with myself. Some people say now this is not my cup of tea please gives it other. So that means what you are doing you are inviting failure before it comes try give a try to it. Experiment with the truth that is what because otherwise how you will know that what is your potentiality without making use to competencies. The next is I feared being alone until I learn to be like myself.

In this world you know unless until you learned to survive yourself nobody will help you out, many times you know when I was in Delhi alone I was not married. Some people say how long you will survive alone well know when I am alone I watch TV when I am walking alone put the earphone and put the music then I walked down. That's it you have to find this are survival strategies like me moving alone when you going walk that is with you.

When you are coming from work that is with you we all are alone it is how we are managing your isolations. So that is why I feared being alone until I learn to like myself. If you see oh my god everything is lost in this world I do not have friends I do not have colleagues I do not have good family. Then everything you will say we look like empty for you, do not look at the empty side of life always look at the full side of life there is life full of happiness pleasure phone etc.,

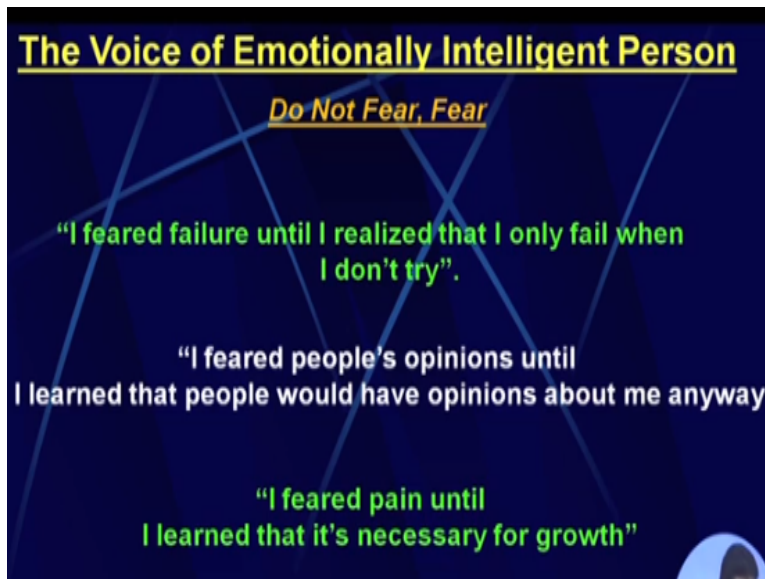
The moment you want to phone then we catch hold of some phone to friends. Let us go to some movie let us have a cup of coffee. That is why I use to tell to students whenever you are feeling isolated catch hold of a friend take him for a cup of tea, go for a long walk etc., That is the best way to manage isolation and probably that will lose their you know depressive tendency.

I feared rejection until I learned to have faith in myself, this is one of the biggest you know principle behind you know losing self-confidence. The moment you feel oh my god what will happen if I say something am not sure of so actually you are creating a irrational fear of rejection within yourselves. So that moment that is why we often say that if you are confident of doing something even if you are not competent see will here make a distinction between confidence and competent.

You can achieve a goal if you are confidence without having competency adequate competencies suppose you are psychologist you need some computer work but you do not have computer knowledge so what would be the way out catch hold of some person. So that is why we often say in organizational affairs. Why EQ is very important into personal relations. You know if you have relationship in colleagues you will say hi professor so and so.

I need little help or I want to collaborate such with you because there are certain things there we want to add from you and you will be also benefited like you know collaborate research projects are going on. So that is where I say that you are not competent but you have confidence of having health you can connect with others you can delegate your work to others that is where you can achieve your goal. So that is why I fear rejection until I learned to have faith in myself. Yes I can do with can do attitude is nothing but confidence and a sign of high EI.

(Refer Slide Time: 22:42)

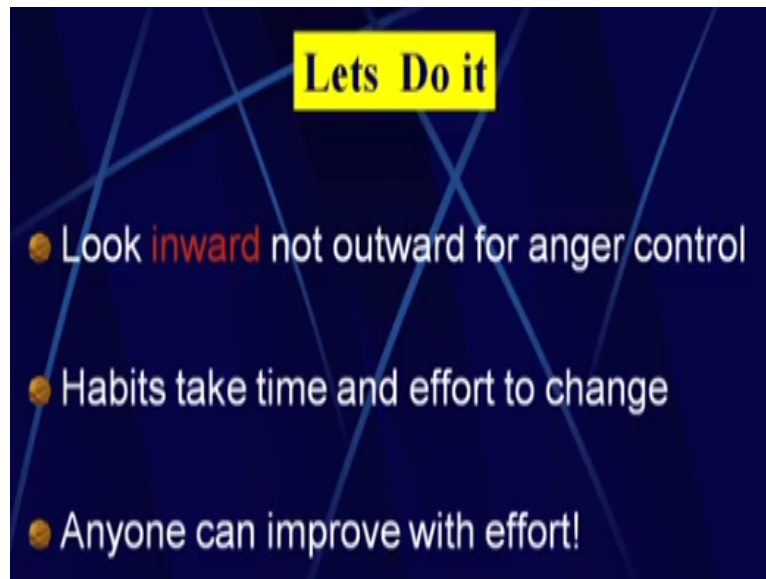


Next is you know I fear failure until I realize I only fail when I do not try this is the truth of life. Until unless try if you experiment with certain activity then till that time you remain as a failure. I fear people opinion until I learned that would have opinion about me anyway you know there is famous song sung by Kishore kumar ya kusto lo kayegey logoga kama keyega tho, what does it mean? You know people will have opinion if you are doing good work people say oh my god.

I do not know what this man is doing all worthless job he is doing, I always see he is sitting on the table but god knows what he is doing? But if you do not do then people say he does nothing. He just go here and there spend time creates conflicts etc., so there is nobody in these world which popular and loved by all. So that is why we often say people will have opinion at any way. Do not other about those keep focus on work and keep going that is all.

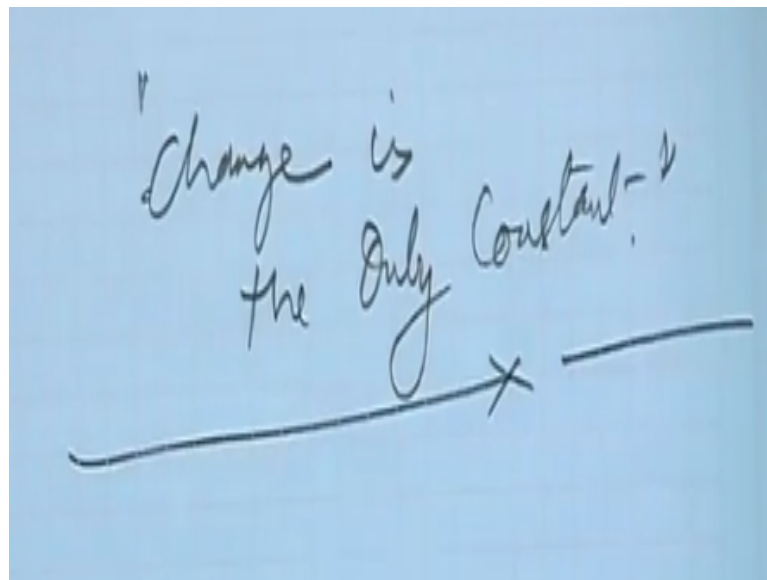
I feared pain until I learned that it is necessary for growth we often say that you know emotional intelligence people are very easy in managing pain also they can divert their distressful time to the positive men with the help of sharing caring mixing interacting with all. But because you know like is you know that there is no short cut to successful often said that. So in order to gain you has to yeah you have to take some pain.

(Refer Slide Time: 24:32)



So that is why we often say that no pain no gain so you know people often struggle for changing something else.

(Refer Slide Time: 24:38)



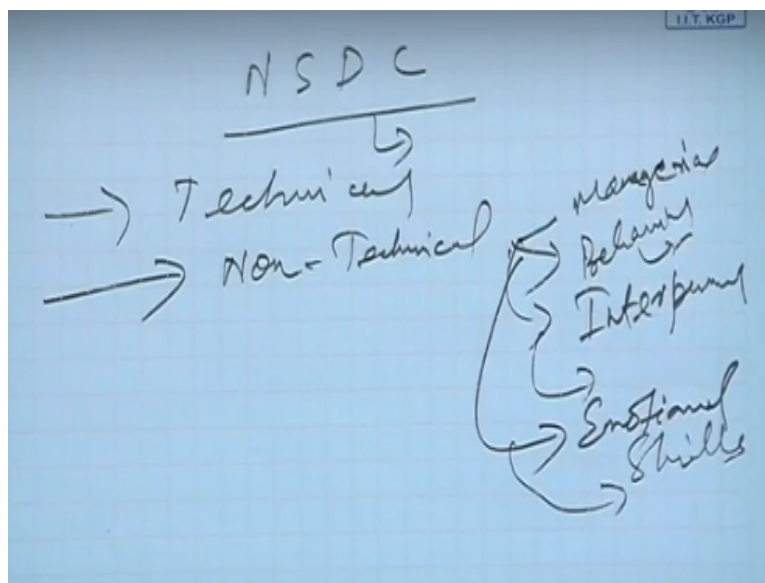
So change is inevitable and we often say that you know change is the only constant in this world what does it mean? That means every day every time every moment change is happening. So it is possible you can change yourselves there only is like a traffic jam where you are looking at a red light you know then wait for the green light.

You know you can change your by the help of training, modification, watching, observation, imitation. You can reach at the green stage that is why we often say that how it takes time but efforts to change anyone can improve with efforts. So that is how then change bringing

change in human life through emotional intelligence but how people practice emotional intelligence in organization.

We will discuss when we will be talking about the concept of leadership and other areas now coming back to the focus on thing training on emotional intelligence. Like teaching life skill you know many life skills professionals are available in many NGO sectors you know they are providing like skills to uneducated mass you can help themselves who can run small business. Like even in government is also now days sponsoring making people efficiency and skill building you know skill building.

(Refer Slide Time: 26:17)



National skill development corporation NSDC every year the government as target to make people confident self-sufficient by nurturing certain skills and competencies so apart from some technical competency we also need to educate people on non-technical skills like say for example like managerial skills. Managerial skills behavior skills, interpersonal skills these are very important skills. These behavior lets the attitude and beliefs, interpersonal basically, interpersonal communication interaction etc.,

So likewise there is certain emotional skill which we also need to teach them emotional skills what we call emotional intelligence skills. So what are those how to make people accept it. How people emotionally mature how to make people confident under stressful decision. You know you will find high technocrat people like in our IIT. How technical there are sound? If you ask can you come down to the front and say that you are president of India.

Why? Or sometime I ask ok say for one minute if you are the president of India? Sir how can talk like this without anybody decision no people say is required. It is your confident how you exercise yourself because every day you are listening about president; you are listening about prime minster. No that is where in order to build a self-confidence the and strong decision making skills we want to hmm conduct certain programs through assertiveness training I will give some sample examples.

Then health promotion and problem solving and preventions like you know many NGO's they go from place to place for creating their awareness programs. So even doctors, NGO professionals, nurse etc., they are also involved in this kind of training program. They use to tell that the side effects of alcohol, Tobacco, Drugs etc., and how social violence and conflict is increasing out of excessive use of drug, alcohol etc., so this is otherwise we call it as behavior modification programs.

Then conflict resolution and coping and social support for transition and crisis they are conflict in the terms you can start with small organization to international platforms. Say for like you know now conflict between Siriya ISIS and what we say the NATO forces. So now people are migrating to one place to other place to bombing creating bombarding etc., in other places.

So this as created you knows international violence of the process so that is why you know in different countries the agents of peace and creating harmony between countries. Like you know ambassadors are meeting like you know establishing peace yeah America Pakistani external affairs or foreign delegates are coming to India, just to hold meeting. So that the ongoing fight between Pakistan and India goes down.

So similarly that is happening at the international level people but we can have at our organization level, school level creating meeting between students and teachers creating meeting between student leaders and the managing committee members of the IIT that this students community students fight each other you know in fact in IIT election is different than university.

You can easily imagine how it is happening you know JNU till one leader elects and everybody knows how it is happening so we will come back and discuss about how this kind of thing which can be prevented thank you.