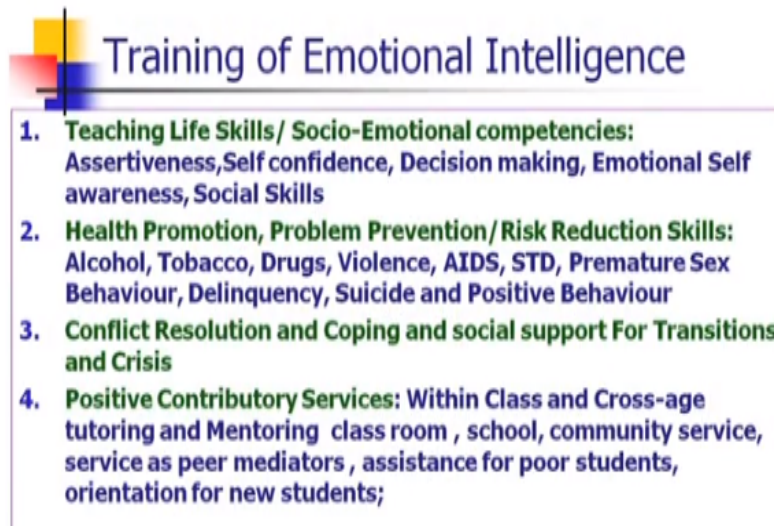


**Emotional Intelligence**  
**Prof. R.K.Pradhan**  
**Department of Humanities and Social Sciences**  
**Indian Institute of Technology, Kharagpur**

**Module No # 5**  
**Lecture No # 28**  
**EI at Work**

Yeah there are other areas also we found that were emotional intelligence can be applied very well say for like conflict resolution how to enhance the coping capacities of peoples in organizations and how to build through social supports for transitions and to manage crisis in organizations.

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The slide features a decorative graphic on the left consisting of overlapping colored squares (yellow, red, blue) and a vertical line. The title 'Training of Emotional Intelligence' is centered at the top in a blue font. Below the title, there is a list of four numbered items, each with a green header and blue text.

**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;

So they recently also developed and published book chapter in the authorized Ruthless hand book of psychological resilience is just (()) (00:49) on how to build you know resilient organizations so we have often seen that how come this global crisis many organizations are suffering leadership crisis performing crisis you know a crisis in terms up to the trending talents in the organizations.

So how these organizations will survive or they will manage will they lose their identity in the global market. So it is also equally important to make organizational resilience so how to make organizational resilience that was the focus of that articles. We have were highlighted the role of

leadership creating a climate of trust collaboration delegation etc etc through which organization can achieve you know resilient work climate and they can very much cope with the crisis.

So similarly in the individual crisis also we can build up the resilient person potentialities through turning program how individual can cope with live crisis. Positive contributory services say for within the class or cross age tutoring, mentoring classroom, school, community service as peer mediator assistance for poor students, orientation for new students these are some of the programs one can talk out say for examples like you know few years back I do not know whether it is there in our system or not.

You know there is called orientation OP is still there in gymkhana in our system. So this earlier knows when this ragging was banned in from IIT systems then who introduce the system introduced a program called orientation program. Where the junior wants to know about the seniors and they interact with each other's. But in the process we also found that there is also is a growing sense and dissatisfaction among newcomers who are joining this OP what you called orientation program and they are been mentally harassed.

So then when who propose this concept know there will be no op there will be only a common platform in gymkhana where there will be open welcome ceremony the junior will welcome the seniors and that's how they will interact to get to know and then thereafter they are free to interact with each other. But suddenly there are huge opposition among the student leaders sir this is the tradition we have developed over years how can we stop it and if you do not conduct this orientation program there will be depression among newcomers.

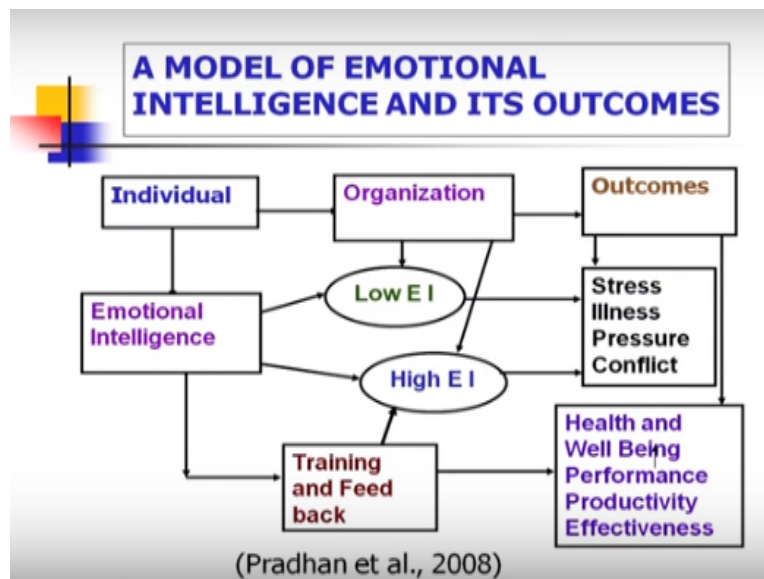
How? They will suffer depression? sir, there will be less interactions there will be bearing nobody will come to them they will not go to anybody so is that only platform that the students will get a chance to interact with you during orientation program how much time you get for orientation? may be one hour is that the enough to know each other's you are getting catching hold up them during the sports and games.

You are catching hold up them during your class hours you are catching hold up them during other you know societal activities like you have musical society, your dramatic society, there are plenty of platform where you can exchange you can interact with each other's but why? What is the necessity of OP? You do not know but surprisingly they say that sir you do not know this is also a platform where the junior can develop the regilience potentialities.

How? Soon as a when they they will be asked tough questions so they will also try to cope how to cope with tough situations so all though it was seem looking very funny. But, anyway there is a hidden message that is being passed to the juniors.

So but looking at the lighter sight of it which ok you can carry on but never harass mental them but similarly there are many other programs where you can create regilience capacities like giving them tough job ok you go to a near village and build a road. There you can build the you can adjust the team spirit their leadership scales their coordination scales etc so that is why you know the students often be related to community services.

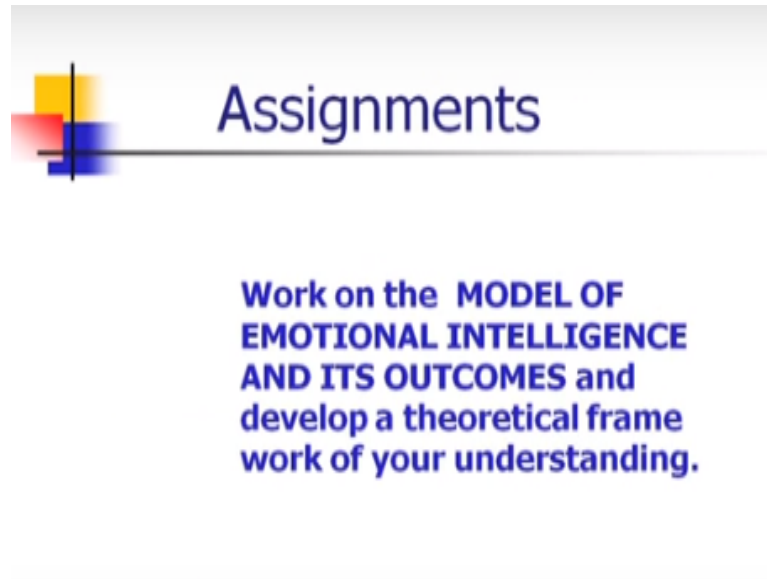
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Well this in a nutshell that I have developed this overall framework and in fact in the some of the areas where working on. How about till date we have not reached the empherical evidences to validate this model. How about every reader is free to work on this model and you can apply your thought of observations and build up your own theoretical frame work.

How EI could be used in the best way to make best use of it in terms of EI outcomes such as like in stress management, health, reducing pressure and conflict, establishing health, wellbeing performance, productivity and the overall effectiveness of individual and organizations

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So, I would like to all of you to do this task that you work on this propose model you have gone through the framework of the emotional intelligence and it's the allied disciplines.

And well you can develop a theoretical frame out of your understanding about emotional intelligence health and wellbeing. So this is a small assignments for all of you those who are taking this course so how they study proposal well before concluding the session let me say something about how we can make most of our emotional experiences what you called emotional situation how? You can benefit by the help of emotional intelligence.

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# Making the Most of Emotional Experiences

Yeah when we talk about making the most of emotional experiences how your emotional experiences has affected you. What kind of lesson one has learn from it and how that lessons has been beneficial for the growth and development of an individual's or whether the students? Whether it is parents? Whether it is working executives in organizations?

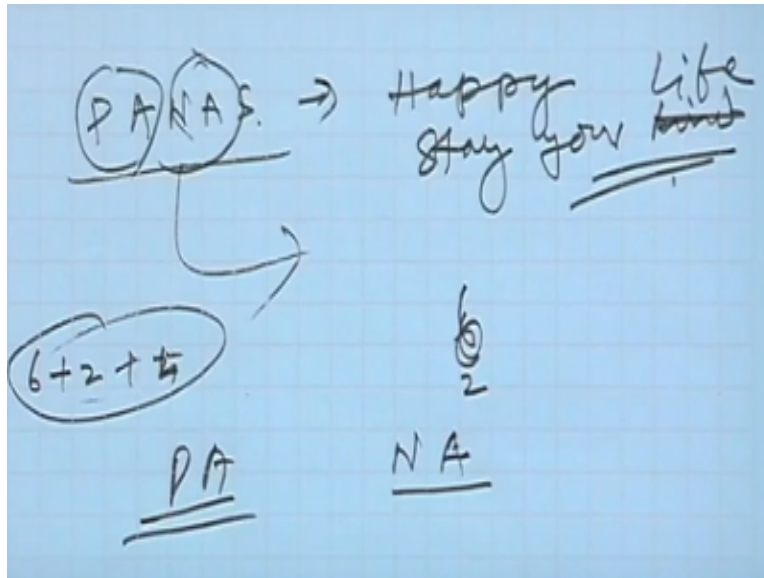
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## Introduction

- Recent research suggests that both positive and negative emotions determine how adaptive we are in our daily lives.
- How people make the most out of their emotional experiences i.e. How they handle positive and negative experiences in a manner that leads to positive outcomes.

A recent research suggests that both positive and negative emotions determine how adaptive we are in our daily lives.

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You know there is a very famous scale available in the market also or in scientific research a scale this is called the panas scale. positive affective and negative affective scale. So this gives an indication of your happy state of your mind, so if you undergo this scales so how positive and how negative you are that will reflect.

So this scale has a shorter form also as a longer form let me just give you those slides of it that if you try this scale also you can get to know your own status of your positive and negative perspective about your life.

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Take a moment to think of the various events occurred in your life during the last six months and respond how frequently you experienced each of the following emotions?

	Never	Rarely	Sometimes	Moderately	Quite Frequently	Frequently	Always
Interested							
Distressed							
Excited							
Upset							
Strong							
Guilt							
Scared							
Hostile							
Enthusiastic							
Proud							
Irritated							
Alert							
Ashamed							
Inspired							
Nervous							
Determined							

Say for examples take a moment to think of the various events occur in your life during the last six months and respond how frequently you experienced each of the emotions right.

So how you have experienced like you know interested how you experienced the never, really, sometimes, moderately, quite, frequently high. You know if you can rate them on from 012...7 something like that. So then you can categorize and get a score on this say for interested say if I am scoring frequently six iam giving it six distressed rarely say for my score is 2. So that means six then you can say plus two then excited you can add on your score 5, 6, 7 something like that.

So likewise you can rate each domain each dimension and get a score for that how much you have felt guilty so that will decide how many errors you have committed in your life and that is deciding the state of happiness are you really living in a state of guilty? And that is killing your inner conscience etc etc

Then have been strong this will says the regilience potential state of your appearance in your life. Then scared, hostile, enthusiastic, proud, irritated ,alert, ashamed ,inspired, nervous, determined ,alternative, easy, active and afraid so if you attempt and rate it and then you score it convert these score from 0 to 1 2 3... 6. You can expand and you get a score that had the score better that is an indication of your positives and or you can isolate there are fifty positive items fifty negative items.

You can categorize them on the two categories positive as well as positive effect and negative effect. So in these scale there are ten positive and ten negatives. So you can list them like interested you can put them under positive. So after doing this you will get to know what? is the state of effects you are more towards positive effect or more towards negative effect.

**(Refer Slide Time: 11:38)**

## Introduction

- Recent research suggests that both positive and negative emotions determine how adaptive we are in our daily lives.
- How people make the most out of their emotional experiences i.e. How they handle positive and negative experiences in a manner that leads to positive outcomes.

So, how People make the most of most of their emotional experience that is how they handle positive and negative experience in a manner that leads to positive outcomes this is the important focus of this lecture.

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## Introduction

- The process of emotion focused coping, emotional intelligence and emotional storytelling will help to understand how we benefit by engaging in our emotions, how we can learn to process and use emotion laden material competently.

Here, then the process of emotion focused coping emotional intelligence and emotional story telling will help us to understand how? We benefit by engaging in our emotions how we can learn to process and use emotion laden materials competently? Suppose you have emotional problem or the resilience or you are suffering from emotional conflict with your spouse or your

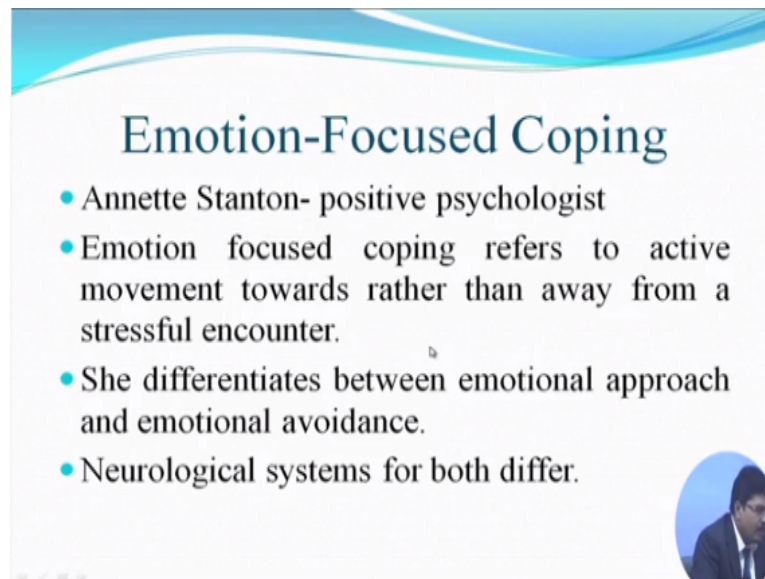


partners. So what kind of strategy you are making use of? So that will decide how successfully you will cope with that situation or say for examples you just escaped from a divorce.

You were close to experiencing divorce but you successfully managed can that be told to your fellow colleagues? Who are likely to suffer that kind of situation in organization? Because you know (( )) (12:48) organization situation is such there is you know growing level of dissatisfaction among spouses because, they are not able to give time to each other's. They are not able to focus on their household affairs.

So emotional conflict is growing the number is on raise so that's why emotional intelligence people are likely to be better cope with these kind of situations. How these success stories could be passed on to the other peoples and it will act as you know coping status for them. What happens when we talk about emotional focused coping?

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## Emotion-Focused Coping

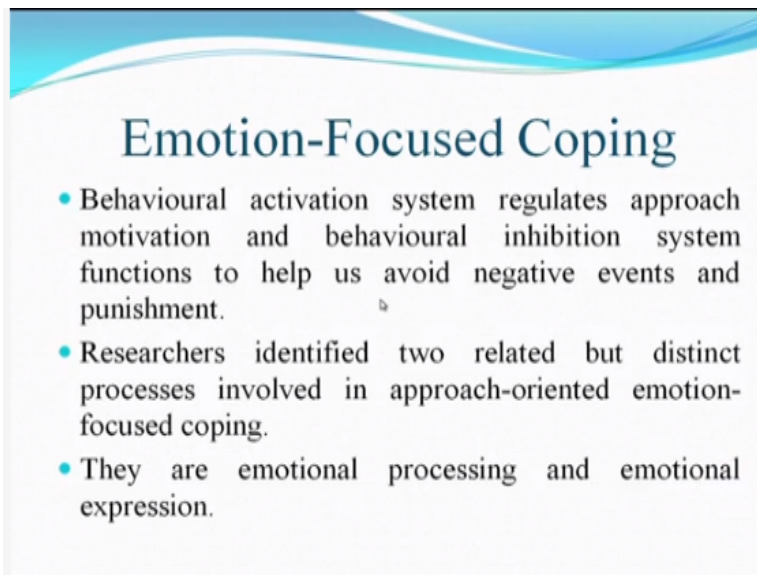
- Annette Stanton- positive psychologist
- Emotion focused coping refers to active movement towards rather than away from a stressful encounter.
- She differentiates between emotional approach and emotional avoidance.
- Neurological systems for both differ.

This is one of the area that we should focus on in the context of emotional intelligence here is the positive psychology and its Stanton she talks about emotion focused coping refers to active movement towards rather away from stressful encounter emotional focused coping does not mean that you avoid that situation.

So you be in the situation and experience and manage effectively. So people those who avoid withdraw from these kinds of situations are likely to experience failure in the long run. There is another she differences between emotional approach and emotional avoidance exactly the that we just discuss that emotional avoidance is not it is a short term solutions but, if you engage on emotional dialogue bringing reasoning that is why emphasizing an emotional reasoning.

Why you were annoyed with each other as friends, as colleagues, as partners so that requires a mutual understanding and exchange of ideas and views. So that is why I also projected on the screen one picture of husband and wife fighting on tea tables. So this is only happening because of emotional misunderstanding that has a direct bearing on our neurological systems for both to differ because you know you often say that this emotional conflict creates anger tension anxiety that influence the whole nervous systems bringing negativity in your life.

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The slide features a decorative blue and white wavy header. The title 'Emotion-Focused Coping' is centered in a blue serif font. Below the title, there are three bullet points in a black sans-serif font, each preceded by a blue circular marker.

### Emotion-Focused Coping

- Behavioural activation system regulates approach motivation and behavioural inhibition system functions to help us avoid negative events and punishment.
- Researchers identified two related but distinct processes involved in approach-oriented emotion-focused coping.
- They are emotional processing and emotional expression.

Behavioral activation systems regulates, approach, motivation and behavioral inhibition system functioning to avoid negative events and punishments. So this is quite natural so happens in your everyday life like behavioral active reasons when you are in a excited jobs you are liked to fair at others. But if you are actual taking charge of your emotions you can sustain better, you can regulate your behavior better. So that is why you know behavioral activation theory says that you regulate your behavior towards the motivational direction without getting affected.

So, that is how that means you are avoiding the negative outcome of their behavioral activations. You are excited somebody has humiliated you know how to focus on the task like the exact same thing happened to Jiden. He was playing exceptional so well the whole friends team was in the charge of winning the world cup but his direction his focus was diverted in such a way engaged in so negative actions and he was thrown out. Researchers identified two related and distinct process involved in approach oriented emotion focused coping.

You know approach oriented is always bringing achievement of goals but if you avoid the situations that will mean divert you from achievement of the actual goals in the sense means avoidance goals is the short cut to success you know it cannot hold you for longer time. You are just a looking for sub card but your exercising your energy and abilities when your making use of approach goal, approach focused. So that is the difference between approach and avoidance.

You are just not making use of you actual opinion perspectives into positions so researchers identified two related but distinct process involved in approach oriented emotion focused common coping. They are emotional processing and emotional expression this is what exactly I was trying to. When you are focusing an approach oriented base you are trying to utilize all the not's and buts of the possibilities of solutions.

So that is the emotional processing you are trying to process your emotional reactions, emotional intensions, reasoning etc., and then you are expressing your emotion in the right directions. But when there are two people are in conflict you say no I they both are my friend I should not enter into their business let me go this way .so, here you are not displaying your emotional intelligence rather you should have gone there and help them out by bringing some reason. Why they are emotionally involved in conflict?

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## Emotion-Focused Coping

- Researches on cancer patients reveal that emotion focused coping helped in psychological distress, had fewer medical appointments.
- An undergraduate population dealing with a parent's psychological or physical illness coped better with their stressors.

Researcher on cancer patients reveal that emotion focused coping helped in psychological distress had fewer medical appointments also because those people who are know there is solid emotion focused coping mechanisms they hardly report to doctors which their diseases. And undergraduate population dealing with parents psychological or physiological illness coped better with their stressor.

So, it has also been observed among the student population also so those students who are more focused on you know program focus coping styles they are likely to survive or sustain illness than others.

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## Emotional Intelligence

- **What is EI?**
- Some researchers suggest that emotional intelligence can be learned and strengthened, while other claim it is an inborn characteristic.

So that is why some people are psychologists they wanted to incorporate emotional intelligence into their intervention programs some researchers suggest that emotional intelligence can be learned and strengthened while other claim it is an inborn characteristics.

As you all so that when the mother extends towards uhh extend an hour towards the new born baby and the baby equally gives a smile and comes forward. So looking at that state of affairs we often say that it is inborn but actually in a reality we have seen that even people those who are low in their emotional intelligence can develop their emotional intelligence by training by exposure by learning etc.

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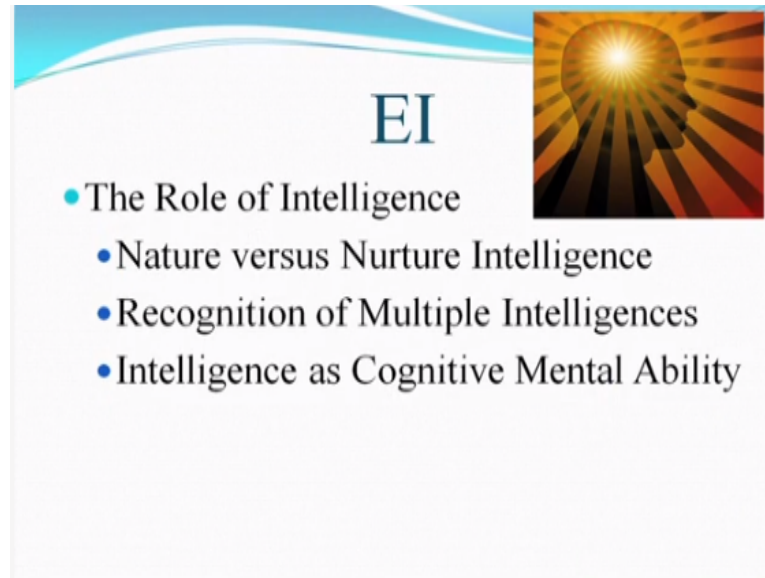


The slide features a blue and white header with the title "Emotional Intelligence". Below the title is a bulleted list of topics. To the right of the list are two photographs: the top one shows a woman with glasses smiling, and the bottom one shows a woman with her hand to her chin in a thoughtful pose.

- The Role of Emotion
  - Emotional Processing
    - Personality Effects
    - Mood Effects
  - Types of Emotions- Primary
  - Emotional Categories and Continuum

So the role of emotions like emotional processing even personality effects mood effects etc etc types of emotions primary emotions negative emotions so we are all already discussed about these.

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## EI

- The Role of Intelligence
  - Nature versus Nurture Intelligence
  - Recognition of Multiple Intelligences
  - Intelligence as Cognitive Mental Ability

So let us go further about how emotional intelligence can be developed like nature versus nurture principles we have already discussed. But, let me just recapitulate briefly that the nature aspects refers to our genetic aspects or the heridic aspects. But the nurture refers to our trending our education socializations and etc.,

So, since emotional intelligence is the more of interpersonal in nature so nurture matters more than the nature impact in the development of emotional intelligence like recognition of multiple intelligence. Even the growth of emotional intelligence can be trust back to the multiple there up intelligence where Howard Gardner thrice to talk about you know intrapersonal and interpersonal intelligence. So intelligence as a cognitive mental ability although has been conceptualized to help us to understand or provide a best for reason but human emotions are so complex.

It is very difficult to reason out but rather to understand the state of affairs that where culture our social interactions and the person in contact matters a lot. So that is why the whole interpersonal process is very important to understand.

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So this framework of emotional intelligence has been derived from the hard core emotions how there are different dimensions have emerged out of these concept of emotional intelligence? So starting from the emotional self awareness emotional expression awareness of others which gives raise to emotional reasoning and that helps us managing our emotions, emotional management of others because, when you develop and understanding of managing emotions of yours and then you develop displaying empathy towards others and as a result you develop a sense of control at the time of emotional turmoil. So, all these competences or abilities have affected that the decision making process performance and behavior as the whole.

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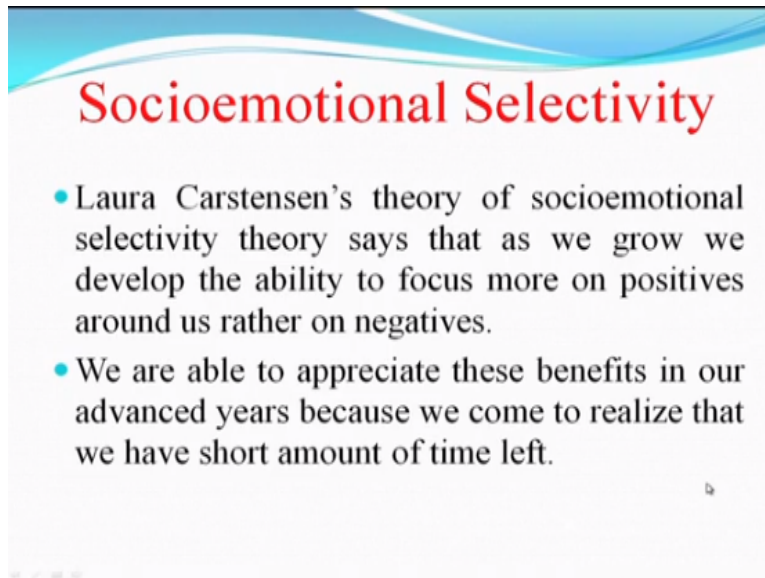
## Emotional Intelligence Scale

Wong's Emotional Intelligence Scale (WEIS) is a self-report EI based on the four dimensions described in the domain of EI:

- Appraisal and expression of emotion in the self **(SEA)**
- Appraisal and recognition of emotion in others **(OEA)**
- Regulation of emotion in the self **(ROE)**
- Use of emotion to facilitate performance **(UOE)**

So this is one of the scales that we are talking about the ones emotional intelligence scale that is based on the self-report measures has four dimensions. It talks about emotional appraisal and expression of emotions in self and self then appraisal and recognition of emotion in others regulation of emotion in the self and use of emotion to facilitate performance.

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The slide features a blue and white wavy header. The title 'Socioemotional Selectivity' is written in a red, serif font. Below the title, there are two bullet points in a black, serif font. At the bottom of the slide, there are small navigation icons.

## Socioemotional Selectivity

- Laura Carstensen's theory of socioemotional selectivity theory says that as we grow we develop the ability to focus more on positives around us rather on negatives.
- We are able to appreciate these benefits in our advanced years because we come to realize that we have short amount of time left.

In addition there is another method what you called sociometry. This can be also a tool for measuring ones emotional intelligence sociometric you know it is a very simple method. Even I used to do this small exercise while talking about self and personality in the class. What do you know about yourself? So let us know about who is the best or the most popular person in this class. So simply you ask can you write down the person whom you know on the basis of your ratings like 1, 2, and 3 please select three persons that you know best.

So, on the basis of you know socialization their interaction, friendship etc. people will name each other. So how do that you can find out who is the best person? But when I ask people what are the basis of putting somebody on the popular node that he is number 1 number 2 they said I will get along with this person my understanding is better, I clicks well, I can say I can clear about him.

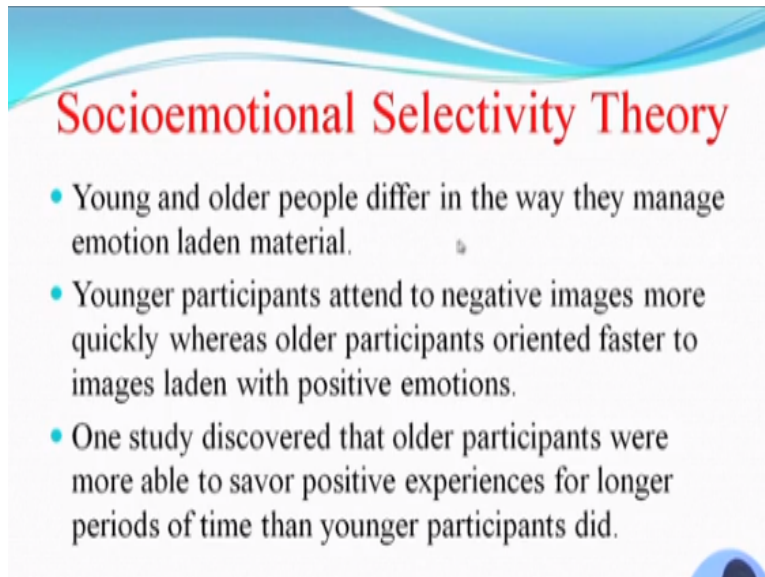
So all these hidden characteristics understand you know indicate words emotional intelligence. So, that is why lot of theory of a socio emotional selectivity theory says that as we grow we



develop the ability to focus more on positives around us rather on negatives. So therefore we are able to appreciate these benefits in our advanced years because we come to realize that we have short amount of life left.

So that is why in this small world we live for a short span. So it is always better to be good to others instead of fighting with each other comparing each others. You know downsizing somebody no I am really great you cannot compare with me. So you know this kind of comparison always brings hatred. You know meanness to our living so that is why a lot on focuses on that is always better to have a positive perspective about your life and that will create a good you know a positive atmosphere for our future.

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**Socioemotional Selectivity Theory**

- Young and older people differ in the way they manage emotion laden material.
- Younger participants attend to negative images more quickly whereas older participants oriented faster to images laden with positive emotions.
- One study discovered that older participants were more able to savor positive experiences for longer periods of time than younger participants did.

Young and older people differ in the way they manage emotion laden materials you know it has been seen them older or better in managing emotional turmoil situation than the younger because experience a matters a lot. Younger participants attend to negative images more quickly where as older participants oriented faster to images laden with positive emotions. This is exactly when you know I given example that you respect a person. Whom who has humiliated you in front of others.

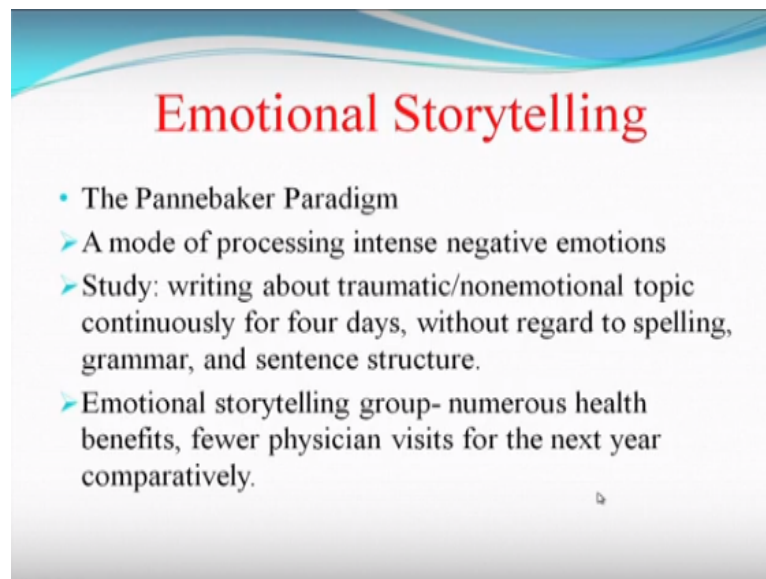
How to react? Many people said sir i will not leave. I will also react in the same way some people say I will sir forgive and forget some people say Sir I will come back faster I will bounce

back faster some people say sir ill stay for a while then I will react. But see these are four different ways of reacting but I used to find people those who are experience and little bit older in their age.

They have a positive aspect than the younger that have a very reactive approach towards the situations. So these are exactly also here Laura has find the same pattern of findings in terms of emotional situations one study discovered that older participants were more able to savor positive experiences for a longer period of time than younger participants, exactly I asked young students in the class so how long you remember your birthday celebrations.

You can margin maximum 1 or 2 days then thereafter everything gone and that is how the young population does not value much about the positive things that happens. But yes when I ask you had a fight yesterday in the tennis court with your friends how long it is going to last sir? I do not know it may last for month week may be. So that that source how we keep this young guys are there when the emotional you know negative the experience of negative experience comes to them.

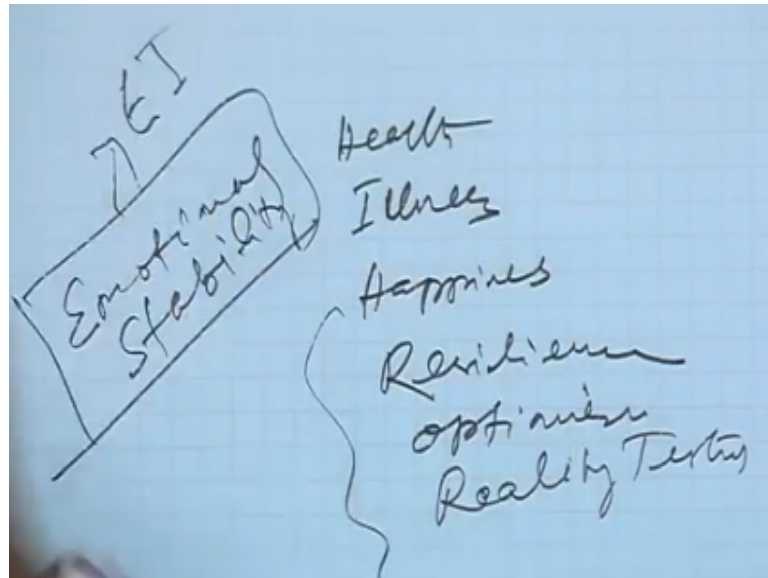
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**Emotional Storytelling**

- The Pannebaker Paradigm
  - A mode of processing intense negative emotions
  - Study: writing about traumatic/nonemotional topic continuously for four days, without regard to spelling, grammar, and sentence structure.
  - Emotional storytelling group- numerous health benefits, fewer physician visits for the next year comparatively.

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Another one is you know who can assist one's emotional state of affairs whether it is health, illness or happiness. We can also assist the status of resilience, optimism, you know reality testing these are certain you know the characteristics also we can observe from one story telling this is what is this called a Pennebaker paradigm a mode of processing intense negative emotions. Say for in study writing about traumatic non emotional topic continuously for 4 days without regard the spelling grammar and sentence structure you ask.

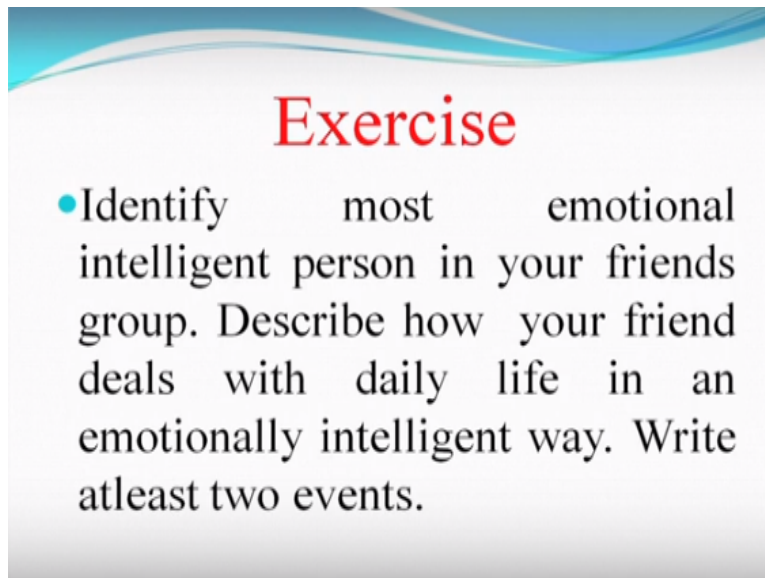
Please, note down what? is happening during the last four days will find tremendous experience emotional experiences same thing like you know what happens in the Titanic events or even if you can relate the Bollywood movies like, what? happens in the border and that is now happening after seventy years of separations.

What is happening into the India and Pakistan? We are not yet able to forget our negative impacts India has moved on but Pakistan has not. So, yeah so, it summarizes that through story telling made in methods who can release over pent of emotions also when you share the fight between say for as a wife you had fight with your husband as a friend you had a fight with your other friends.

So, when you express the same incidence with others you will be able to release your tension then your friend will come forward with emotional solace. Please do not mind we are here with

you nothing will go wrong with you anymore we will help you out. So this is how we release out tension and anxiety and stress and that is how we establish our emotional stability. What? do we call and otherwise we call it emotional stability or this is another sign of one's emotional intelligence and storytelling.

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## Exercise

- Identify most emotional intelligent person in your friends group. Describe how your friend deals with daily life in an emotionally intelligent way. Write atleast two events.

Emotional story telling plays a very important role. This is one of the small exercise like you know even you can ask people to write a small exercise on expression of gratitude. Please, write a letter to your parents you know by expressing your gratitude that will show know on what conditions your parents have brought up?

What is their contribution the their realizations of their contribution will creates a very positive frame of mind and thereafter you will fell oh my god your parents are so elated so happy and then in return they will immediately call you but beta hamara bada hogaya. You know in hindi typical hindi our son has grown up and that shows the real emotional intelligence development within a person bringing all sort of health, happiness and posperative.

What we call the positive frame of life? So if you take up this exercise you know identify most emotional intelligence person in your friends group. Describe how your friend deals with daily life in an emotionally intelligent way? Write at least two events so as a teacher if you carry on this kind of exercise from time to time you will get to know there is a growing state of emotional

intelligence within your students. Thank you very much lets conclude this session and let us call it your day good day.