

Emotional Intelligence
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Module No # 6
Lecture No # 29
Emotional Intelligence and Happiness Positive Psychology

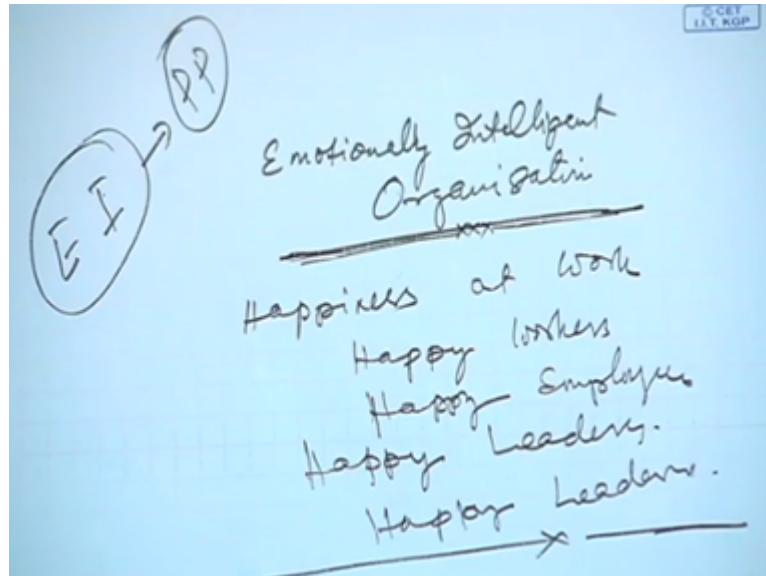
Good morning and well come back to our series of lecture on emotional intelligence. So in our ongoing discussion in the area of application of emotional intelligence, so today we will be dealing with one of the very important areas where emotional intelligence could be applied the most that is known as making organization emotional intelligence.

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So how we can make or create emotional intelligent organization emotional intelligent organization.

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What could be the benefit if organization or we make organization emotionally intelligent. In a recent conference of academic of management there was a particular section on how to make organization more meaningful?

So why to make organization more meaningful what could be the benefit? So once we make the organization more meaningful, more desirable, more engaged more virtues then probably will be able to create better workplace than enhance the productivity and performance of its employees and in turn overall effectiveness of the organization enhanced.

So that is the keeping that in mind today will be discussing about various areas where we can examine different components of intelligence and if it is nurture in people, in leader, in teams, in group the organization can create a platform for employees where they can practice emotional intelligence to remain more productive and resistible at their work place.

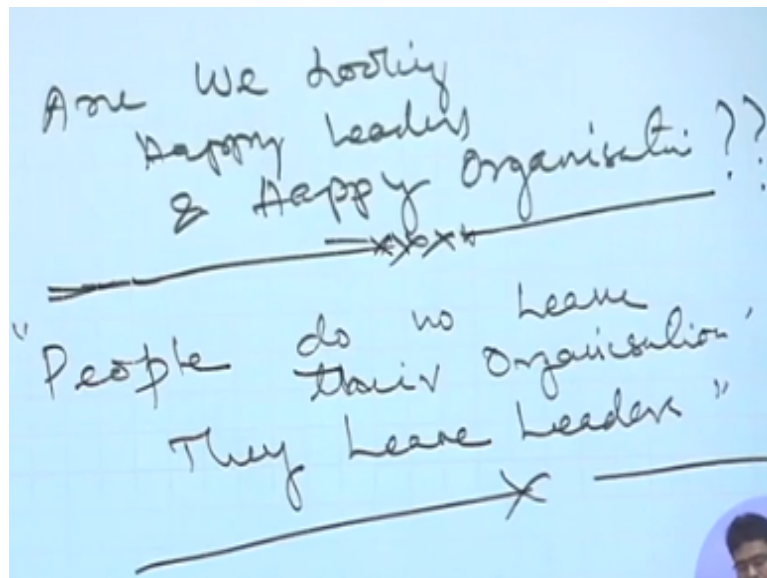
So even recently I am planning in a management program on a creating emotional intelligence organization for business managers. So now today organization are not such interested in profit and productivity they want make their organization their people make more sustainable and retainable. So that is why I have created quote that do not look for productivity look for sustainability. So we will examine how emotional intelligence will be useful making organizations more sustainable and productivity.

There are some question that arise when we discuss in terms of happiness at work this are some of the concept that comes into discussion when you talk about making organization

emotional intelligence. Happiness at work, happy workers, happy employee, happy leaders and happy organization, so we will be discussing in this in the context of emotional intelligence and probably we will bring in the role of positive psychology.

As organization experts says that even psychologist those who are in the field of industrial and organizational psychology they says that the emotional intelligence is a domain of positive psychology why because emotional intelligence encourages nurturing positive values and virtues and character and strength in people. So we will also examining what are those characters strengths and values that organization look for making their people more effective and productive.

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So that they can sustain and they can perform better so are happy leaders and happy organizations are we looking for happy leaders and happy organization. This is one of the important questions that often ask to business managers and executives. Can happy leaders make organization happy? Can happy leader make people happy at the work place?

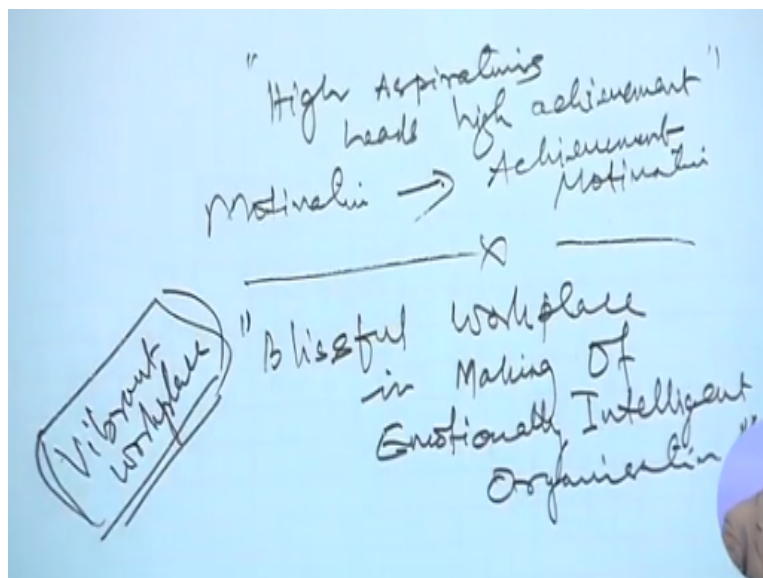
Because there is a popular perception among people and even organizational experts also agrees that people do not leave their organization, they leave leaders this all summarizes about the importance of leader in the life of any organization. So that is why a good leader always encourages people or else motive people always create platform of training, development and growth of employees. So if an organization if you are organizational leader is not emotionally intelligent. He or she will not be able to realize the emotional, motivational and career need of his employees.

So that is the focus of my discussion here to make that why people leave their leaders not the organization because no organization is bad in general. Organization is run by its leader the top bus of organization. If the top management or the top leadership does not show the right kind of way to achieve the goals and objectives of the organization, probably the employee or its workers of its organization will be aimless. So that is why people needs to be emotionally intelligent both the leader as well as employees to achieve the right kind of goal that the organization sets for a employees.

So now the question is that are happy leaders more productive than unhappy leaders because usually when you see that delay of gratification is also one of the important quality of any organization. The more you delay the more you create craze create need for achieving more and more.

So leader should not be easily satisfied with the achievement of goals and targets. So that is what we call the delay of gratification. So once we say that yes whatever is with me I am happy. I do not need anything else that is where you creating a full stop to your career growth and opportunities.

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That should be hunger need for the hunger to achieve that is why in psychology also we often say that higher aspiration leads to higher achievement. There are many number of experiments also have been conducted by psychologist. High aspiration leads to high

achievement so this has been experimented in the field of motivation particularly in terms of achievement motivation.

So in order to achieve more you need to create emotional need motivational need so that a state of need is driving acts a driving force to achieve the next level of needs. So that is why there are certain areas that will be discussing about happiness wellbeing and positive virtues. How they are inter- related how positives virtues could be linked into wellbeing.

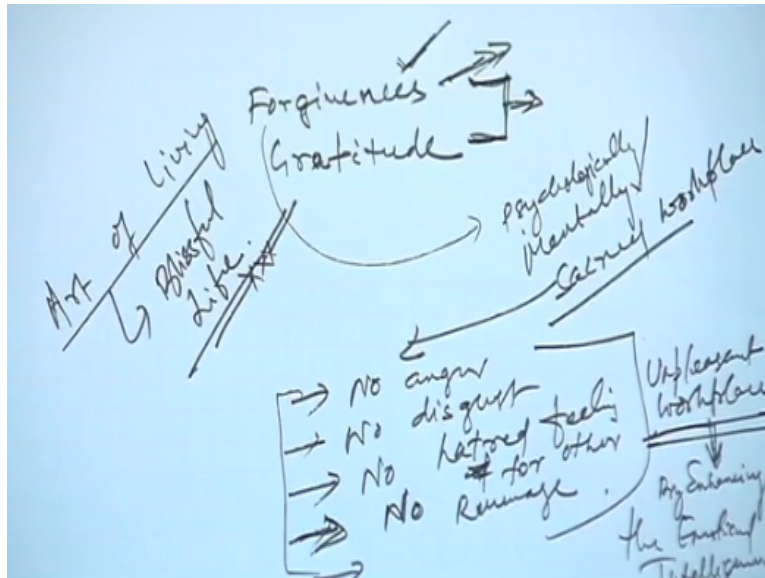
Are people those who are having positive outlook, positive virtues, do they possess a high level of wellbeing compared to their interpersonal skills those who are low and also will be also talking about what is the role of blissful workplace blissful workplace, in making of emotional intelligence of organization emotional intelligence organization.

This is also one of the sessions one also discussed in the academy of management making organization more meaningful. So, how to create a blissful workplace? Blissful work place is a place where there is no negativity only positive vibrations helping behavior, autistic behavior good interpersonal behavior and people exchange ideas information's.

So people will cooperate with each other so there is a place that creates an atmosphere of vibrant workplace what we call vibrant workplace. So that is why we say that it is essential to create a blissful workplace where people are living with years, living with opportunity, living with peace, living with happiness living with good values. So people easily forgive you others, people express gratitude when they get help from others.

People express their thankfulness when they are being promoted when their talents have been reorganization. People express gratitude when they feel that their organization is taking care of their growth and developments. So this are certain dimensions that we often say that can make organization emotional intelligent.

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Say for example like forgiveness gratitude, so forgiveness and gratitude these are the two jewels of the any individuals of nurture that can make them wonderful people in the organizations. Because you know forgiveness is such a quality that is not easily possible to nurture among people because we all are human beings. We do not easily forgive and forget things that abstract or created hindrances on our way.

Say for examples anybody who offended who offends us in front of others who we respect so is in suddenly we feel hurt suddenly we feel emotionally hurt and we will try to react easily true ability towards others. Why this person misbehaved me? So this is kind of insult we can easily digest but once you learn the art of giving the art of giving this is practice by GURU RAVISHANKAR you know very well known in the art of living.

This is nothing related to blissful life if you can forgive others that will bring peace and tranquil in our mind. You will feel as if relaxed you have achieved a milestone in life. So that is the benefit of forgiving others, forgetting the wrong deeds committed by others to you. So that is how it creates a psychological clean work place or what we call mentally you feel sacred. Blissful work .place I would call it has a sacred workplace. What do you mean by sacred work place?

Sacred work place in the sense there is no anger no disgust no hatred feeling for others. You as an employee you do not express angers you do not experience disgust you do not express hatred towards others. You do not carry no revenge suppose stopping the work you create oh

my god I will see you. I still remember what you did in last summer you know just like a movie.

So usually when people they grow up to the higher powerful positions for the head of the department, head of the institute they often try to score gross against their head means and as a result then MU also made of their mind ok it is your turn. Now you do whatever you want to do I will see when my turn comes, so when they come to their powerful position then they ok man I still remember what you did last time so this time is mine?

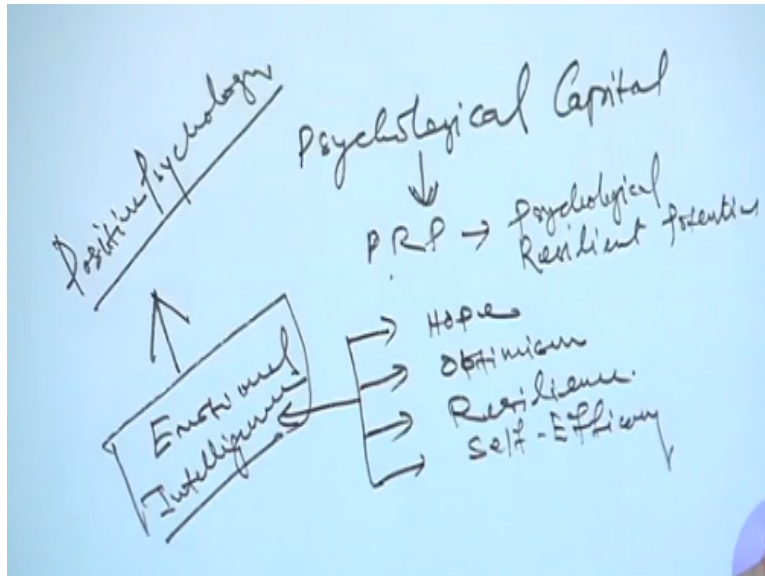
But this type of attitude if it remains as ongoing events you know who is suffering ultimately the organization is suffering. But in sake of you know ego satisfaction we keep on attacking each other. So that kind of atmosphere needs to be removed this is otherwise called you know unpleasant work place. Well why I call on unpleasant workplace atmosphere because his things are present their within people they will spoil the work atmosphere.

Instead in engaging their energy in their work they will focus on attacking each other spoiling the atmosphere and work culture. So these can one be possible if you enhance by enhancing the emotional intelligence of people that is where positive psychology plays role. So let us have a look about there are many others will be talking about like managing hunger it is only emotional intelligence.

If you are able to express your anger in the right direction you will be able to focus on your work and minimize you stress there is another area you know like creating vision for others creating vision for organizations. So once you create a good vision I want to see my people reach at the top that is the slogan of the emotional intelligent leader. It does not only want his promotion and career growth at the same time he also wants his people to grow upto the maximum.

So these are certain things that create extra motivation in the minds of its employees. Engaged work force how people feel that they are part of that work they are doing this not because of it is part of their assignments they are doing because they feel they are connected to the organizational goals and objectives. Building psychological capital how you can build psychological capital? How will be more resilient more hopeful more optimistic?

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So this is called PRP principles psychological capital which is directly related we recently published a paper in cogent business journal on psychological capital where we tried to relate the role of psychology emotional intelligence were we tried to establish.

It is based on PRP principle you know this is nothing psychological resilient potential. This involves three important domain hope, optimism, and resilience. However some psychologist also adds the fourth one called self-efficacy. So these are three important domains already inherent in the domain of emotional intelligent we have already discussed.

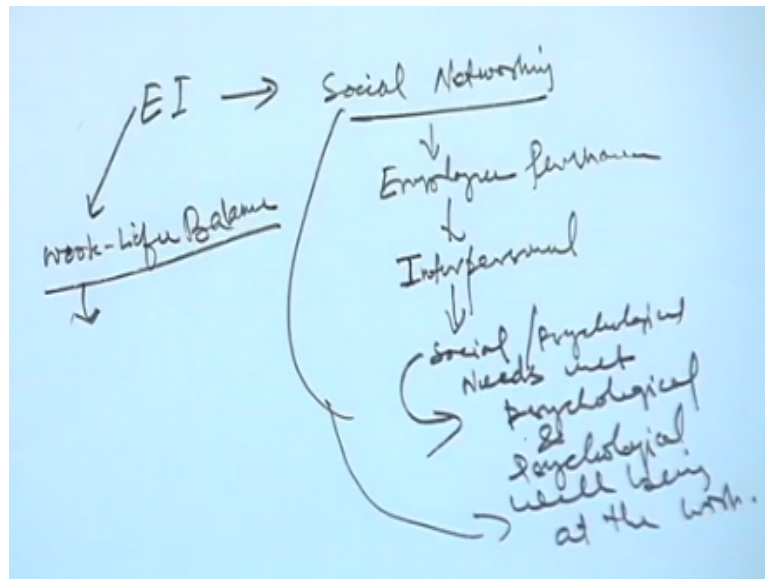
So that means no one can ignore the presence of emotional intelligence in positive psychology. So let us see how this attributes are contributing to overall health happiness and productivity of an individuals. In the process by practicing positivity at work place we will be able to create cross cultural competencies like how quickly once can adopt to different cultural environment.

Building high performance work teams if you are emotional intelligent you can understand the needs and motive of its employees and you can better channelize their energies for productive works. Then we can make people more creative and innovative but practicing work place spirituality seen that the overall human effectiveness enhances recently one of our research conducted by my research scholar Lalath and Jinna.

Who presented in findings that emotional work place spirituality has a direct influence on making human resources more effective in terms of they will be able to achieve more they

will be more committed more productive and organization will be able to retain the talents and people those who are emotionally intelligent

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We have seen that they possess a very good social network that is where we connect EI towards social networking in organization. Because one of our research also suggest that social networking enhances employee performance in organizations it is not only that people those who are having a good social networking or high level of social networking they are likely to possess better inter personal relations. So see this is how it is leading to towards you know once you possess good interpersonal relations your social health so like a social health is taken care.

Social and psychological needs are met and indirectly you are taking care of your psychological health and wellbeing, social wellbeing and psychological wellbeing, social and psychological wellbeing at the work place. So this is how directly related to health and wellbeing at the employees at work. So therefore we always encourage that organization should practice workplace spirituality in the work place.

There is any concept that directly influence that is directly related to work place or work life balance. Number of studies exist that people those who are having a better level or high level emotional intelligence are likely to maintain a better work life balance.


They will be able to maintain a balance between their family life and work life in terms of time management in terms of taking care of family as well as their job responsibility

effectively. So these are in nutshells some of the areas that emotional intelligence positive psychology and happiness at work they are inter-related

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Martin Seligman's Contributions

- Often credited as the "father" of the Positive Psychology Movement
- APA President (1998)
- As of January 2010 credited with 246 works in PsycINFO
- Character Strengths & Virtues Handbook- a complement to the DSM (Peterson & Seligman, 2004)
 - Identifies 6 classes of "core virtues"
 - comprised of 24 measurable "character strengths"
- Website <http://www.positivepsychology.org/>



So let us see how exactly the positive psychology contributes to the field of human health happiness. Martin Seligman's known to be the father of positive psychology he out of his you know continuous research he came up with prospective often credited the father of positive psychology moments.

The president of American psychological association in nineteen ninety eight as of on January two thousand ten edited with two forty six works in (()) (23:02) most of them are related to positive psychological domains. He is important contribution to human psychology based on how to nurture character strength and virtues, He published a book on character strength and virtues which identify six classes of core virtues comprise of twenty four measurable character and strengths.

So this is a website that is available we anybody can search what this character strength and virtues exactly is. Both are the virtues that could be measurable so any one of you who are interested to know more about it you can search in Google also it is available.

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History of Positive Psychology

Greeks

Plato and Aristotle described the deeper and more balanced for the good life.

Eudaimonia: literally, "having a good guardian spirit."

"Possessed of true well-being."

A person is truly happy when he has what is worth desiring.

Living according to virtues and values.

Fulfilling one's potential

Now going further the history of positive psychology in fact the routes can be stretch back to the Greeks Plato and Aristotle who described the deeper and more balanced for good life.

So while going through is research in search of a positive life you know psychologist tried to enter into the domain of making life happier and better and meaningful. They invented a concept called Eudemonia that is literally means having a good guardian spirit. We can guide our mind for achievement of our wellbeing. So this is otherwise known as the possessed of true wellbeing.

A person who is true truly happy when he has what he has what is worth desiring. So that is how happiness is related to wellbeing leaving according to virtues and values. What exactly you are looking for? if you get that the that you will be the most meaningful for human life there is a another state you know virtues and values can make mankind more desirable more sustainable.

So that restores once wellbeing another is called it is also a state of once fulfilling potentialities. When you feel that your needs and motive are fulfilled. So then you can feel satisfied so that creates full satisfaction within one self.

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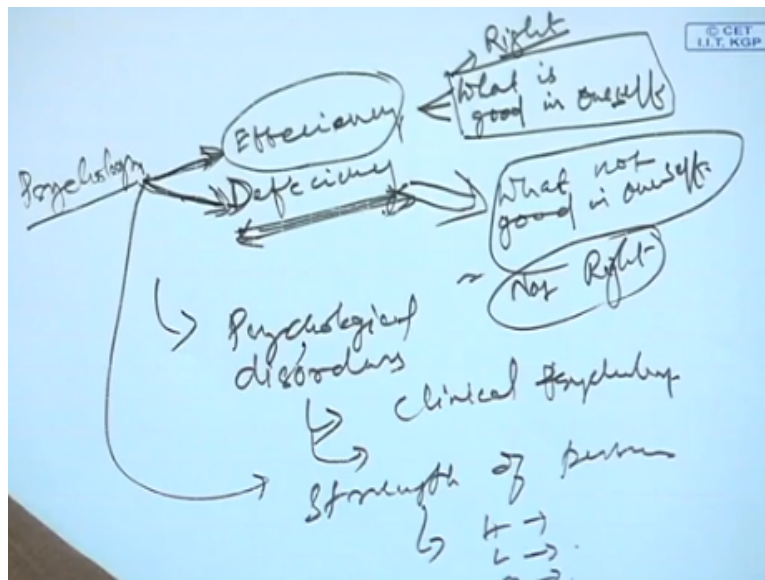
Emergence Of Positive Psychology

"What is right about people?" this question is the heart of Positive Psychology, which is a scientific and applied approach to uncovering people's strengths and promoting their positive functioning.

(Snyder, & Lopez, 2008, p. 10.)

And that is where the emergence of positive psychology begins another studies shows that by Snyder and Lopez who talks about positive psychology.

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Positive psychology is not opposite to negative psychology positive psychology always focuses on you know I always talk in my psychology class those psychology beliefs in two principles. In general it is not about positive psychology it is based on efficiency model and deficiency model. So efficiency is what is good in oneself, so this is what you know the positive psychology said that what is right about the person? While what is not good about the person you cannot not necessarily say that what is bad?

So that is why we say that positive psychology is not just the opposite of negative psychology. So that means what is not right? That means there are certain skills and

competencies that one has which are not present in other person that is the questions. This questions is the hat of positive psychology why because most of our energies or most of our research most of our technological mentions are based on what is not there with us?

So then you try to explore but we never try to make use of what is there within us so that is where the source of positive psychology grew up. Say for example like every man possesses many good qualities irrespective of wrong doing. There are two ways to make a good persons either you remove the deficiency or you enhance the efficiencies. So this is these are the two prospective we look into.

So positive psychology earlier this clinical psychology always looked upon are always focused on the deficiency aspect. That is what kind of psychological deficiency or disorders. What kind of psychological disorders a person suffer that will be the focus of clinical psychologist and accordingly the checkout diagnose and then the (()) (28:34) treatments.

But what positive psychologist do they measure strength and virtues. The strength of a person and the level status high, low, medium, high is ok low can come up, medium can also take to next level. So this is how the prospective started in scientific passion. So most of the psychologist started to focusing upon the positive functioning of the person that is the whole focus of positive psychology

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Why Do We Need Positive Psychology?

Psychology had three distinct missions: curing mental illness, making the lives of all people more productive and fulfilling, and identifying and nurturing high talent.

Psychologists as 'pathologists'.

Failed to address the improvement of normal lives and the identification and nurturance of high talent.

Positive events, information, processes, and interactions simply occur more frequently than negative ones.

Negative interactions occurred an average of 5.9 times and the positive interactions occurred an average of 19.0 times. This yielded a ratio of 3.2 positive events for each negative event (Gable, 2000).

Negative information, events, and interactions become the figure to the positive ground.

Because positive processes occur more often, their impact on long-term outcomes may be even greater, despite the more subtle impact of any single positive process.

Say for examples like people those who are emotionally weak we try to impart emotional intelligence.

So similarly positive psychology also in general look not only emotional qualities brought also with other areas even cognitive deficiency, behavioral deficiency, interpersonal deficiencies. The psychology have three distinct missions curing mental illness this is what clinical focus was making the life of people more productive and fulfilling and identifying and nurturing high talents.

So here the positive psychologist or pathologist there is always focused on mental illness but sometime they felt to address the improvement normal life. The identification and nurture of high talents, even I have seen in my eyes even yeah people say that you are quite person why you have come to me. So that is the taboo people possess why our students are not going to counseling centers. If you consider you will say that oh you are perfectly well why have come to me. So that is where the counselor needs to change that prospective well come back after the short breaks thank you.