

Emotional Intelligence
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Module # 8
Lecture # 37
Culture and Emotion

Hi everyone, welcome to this series of lecture on emotional intelligence. In this class we are going to discuss two important concepts that are vital for in the context of cross cultural adaptability, adapting to different cultures, how do you perceive emotions in different cultures and in our cultures and how do you relate others in a specific cultures or a certain national cultures.

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Emotional Intelligence and Culture:
Implications for Cross-cultural
Adaptability

We will also get to know how the perception and expression of emotions that varies from culture to culture and we will also examine what are the implications both behavioral, managerial and organizational implications in terms of our personal as well as professional effectiveness.

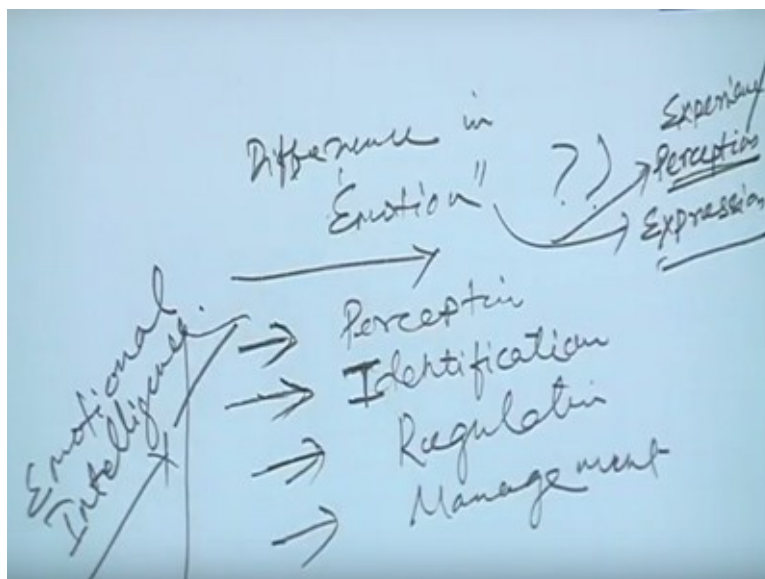
So that is where we want to know how emotion varies, how the expression and experience varies from culture to culture and how does it help us in the process of human survival and success. So to begin with the lecture on emotional intelligence and culture, the implications of cross-cultural adaptability.

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ARE THERE ANY CULTURAL DIFFERENCES IN EMOTION?

So, let us begin with are there any cultural differences in emotion? Do we find any differences in emotion?

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When we say differences in emotions, we talk about both perception, identification, regulation and management. In simple two terms there are two there are two important things here we are trying to analyze one is perception and another is expression that I would call it as experience or perception and experience.

When we examine these four dimensions which direct importance to the domain of understanding of emotional intelligence, as we all know that emotional intelligence is nothing but one's perception, regulation and management of emotion's in self an others so the center

theme of conceptualize perception and management of human emotions remains within the purview perception, identification, regulation and management. So let us see
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Cultural Differences in Emotion Antecedent

- Cultural differences exist in **frequencies of antecedents** that bring about an emotion
 - Death of family/close friends, physical separation from loved ones, and world news triggered sadness for Europeans and Americans more frequently than it did for Japanese; Problems in relationships triggered sadness more frequently for Japanese
 - Situations involving relationships triggered anger more frequently for Americans than Japanese; Situations involving strangers triggered anger more frequently for Japanese

So these are some of the cultural differences in emotions what you call the antecedents. So what are those cultural differences that exists in frequencies of antecedents and that bring about an emotions say for example suppose there is death of a close one in a family or in friend's family or a friend has been separated or a loved one have been separated from her family or his family. World news triggered sadness for Europeans and Americans more frequently than it did for Japanese.

So, something that is creating more sad for one cultural groups is little lesser sad for another group say for examples between Europeans, Americans and Japanese. So this was that how different cultural groups they experience the degree of, impact of emotional perception in their lifestyle. So, let us examine some other areas for examples emotions are psychological phenomena that is based on our evolutionary processes.

So in many cultures they do not encourage expression of emotions by other culture cities very vibrant. Say for examples like you will find Indian's are very good at expressing their emotions very visible on their mouth. If you look at specific countries like Japanese, Koreans and other countries people you will find the emotional expressions are not so visible on their face and very complex , it is not easy to examine from their emotional expression what kind of exactly emotion they are displaying.

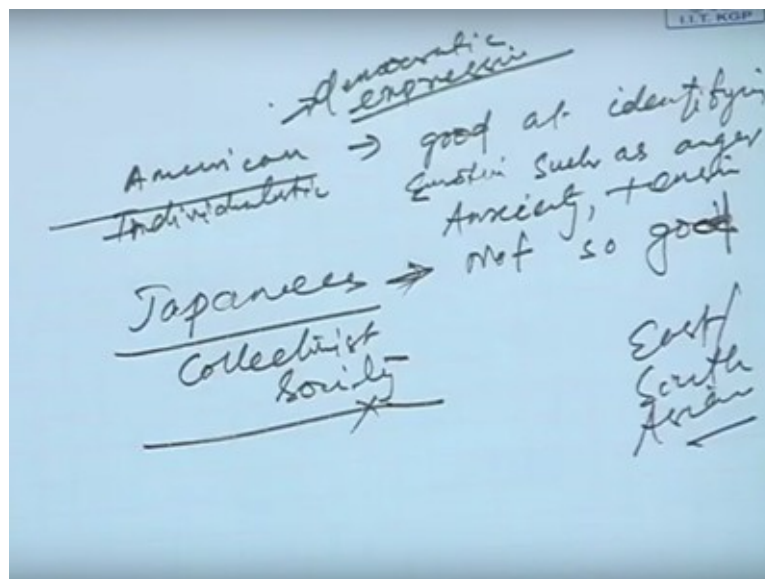
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Emotion and culture

- Emotions are a universal psychological phenomenon that is based in evolution
- There is considerable universality in emotion appraisal, expression, physiology, and recognition of emotions in others
- These emotional universal processes allow humans to adapt, respond, and cope with problems in social lives

So there is a considerable universality in emotion and its appraisal and expression or experience of regulations or recognition of emotions in others. Say for examples like Americas are very good at in identifying you know, one's anger, anxiety, tension.

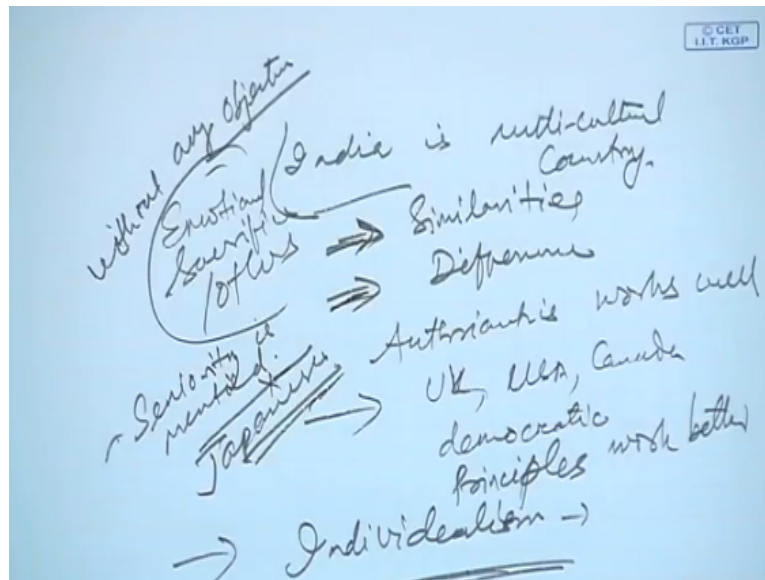
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Americans are good at identifying emotions such as anger, anxiety, tension while they counterpart Japanese not so good. So therefore, because see Japanese they belong to a collectivistic society which does not encourage you know collective emotions to be individual expressed. While Americans are very individualistic, they always share democratic expressions like you know individualism is much more emphasized here. Their culture, their family lives, their socializations and their educations they nurture individuality.

So individuals are encouraged to express so therefore they are very good at in their expressions. Where Japanese or Thais or Koreans are not so who are called the Asians or East Asian or south Asian including India. So these emotional universal processes allow humans to adapt, respond, and cope with problems in their social lives.

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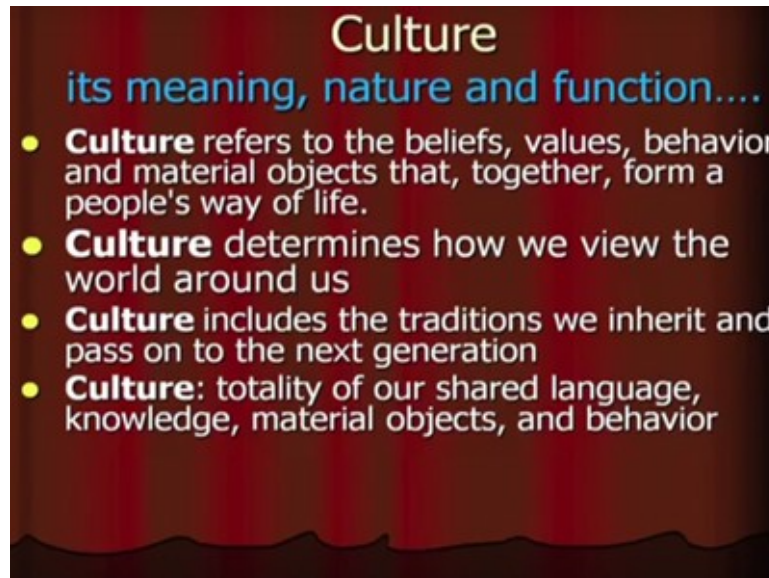
So that is why we often also seen in Indian scenario in Indian society although India is a very multi-cultural country, but still there are similarities and differences however, across society we found that there is unique patterns of behavior displayed by all Indians starting from east to west and north to south.

So here what happens in Indian society you know although it is collective in nature, here authoritarian works well in organizational and functional aspects. But in UK, US and Canada we often see that there is democratic expressions, democratic principle works better because this provides platform for individualism. So here individual sacrifice you know emotional sacrifice or sacrifice for others without any expressions, without any objection you can say.

Say for examples like seniority is maintained so therefore you have to wait till the time your chance comes now but even these things also has been now practiced in Japan, senior citizens gets lots priorities and opportunities till their retirement in government services. Even in Indian also seniority counts most you look where the civil services bureaucrats are promoted on the basis their seniorities and etc. so therefore the expressions of emotions also has always a cultural bearing.

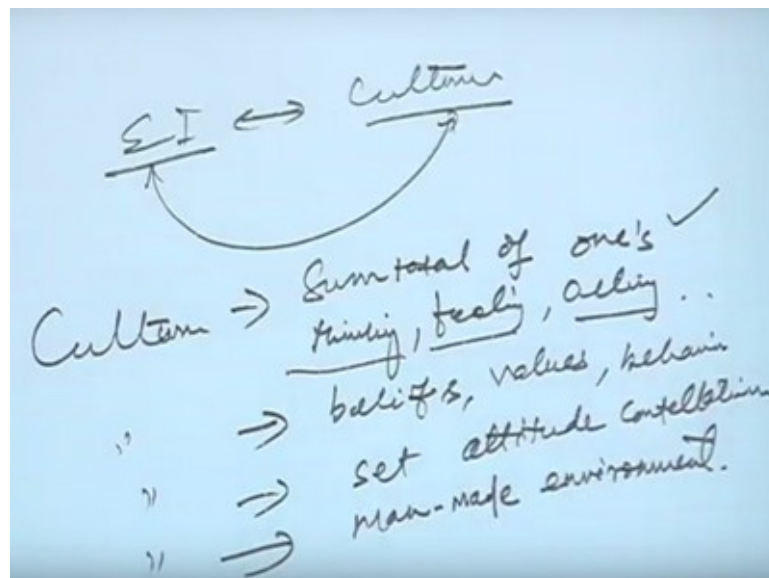
So, that is why when you talk about the experience, expression and management of emotions. So that is where we tried to connect EI with culture they are inter-connected because it is the culture that decides the base for its functions. So what exactly a culture is, let us examine the concept of culture.

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Culture has been defined in various ways by various experts

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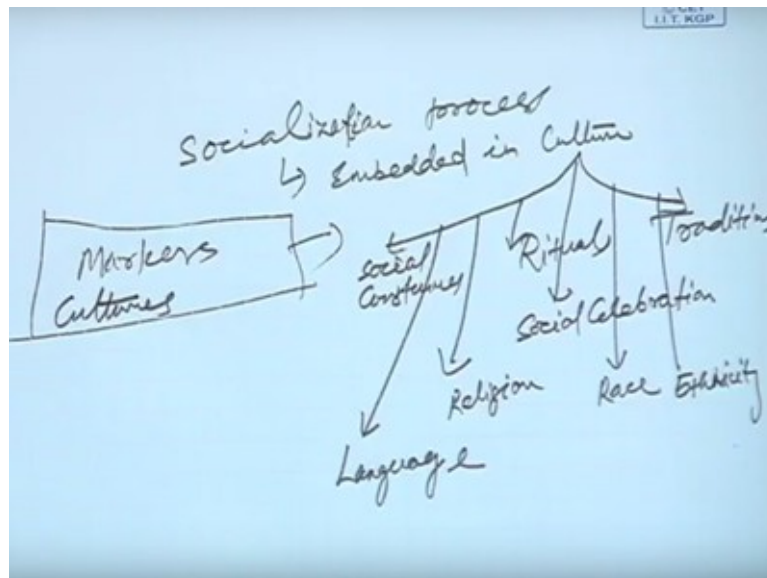


So it is the sum total of one can understand, culture is the sum total of one's thinking, feeling and acting. Some people say culture can be defined as the beliefs, values and behavior. Some people it is a set of attitude constellations, some people say you know culture is the man-made environment it is nothing but man-made environment. So let us examine one by one.

Why people say it is sum total of thinking, feeling and acting cause it examines, it reflects, how do you perceive and how do you express particular kind of style of talking, in style of expression of your behaviors, your gestures, postures, expressions everything reminds a set of culturally routed behavior patterns. So that is why we call it is the sum total of our thinking, feelings and acting but, so why thinking feeling, acting?

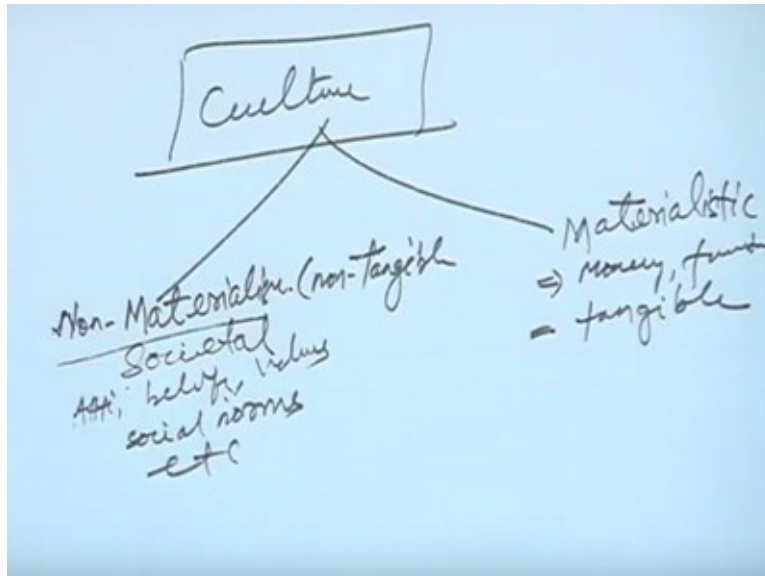
Because reflected or inherited in our personal patterns like say for example feeling some people easily get angered, easily gets angry, some people are very controlled very normal and submissive. Some people are very aggressive in behavior they act very fast while others are very calm, composed.

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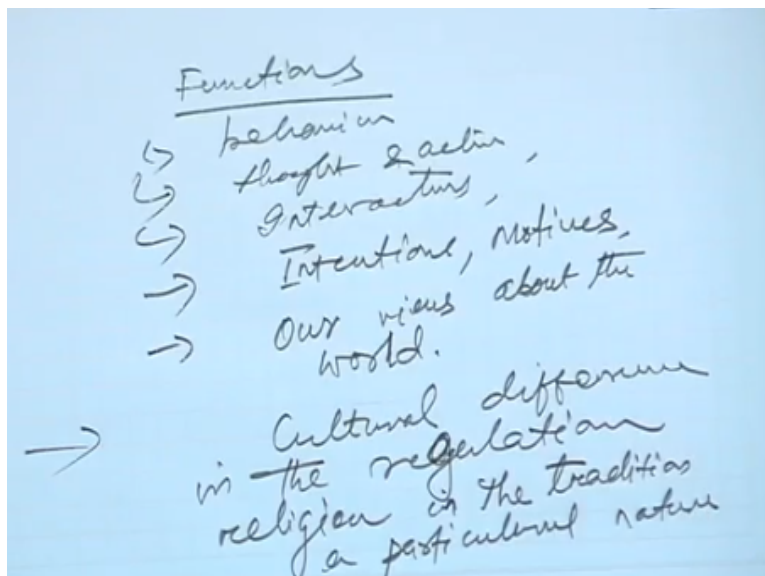
So it depends on it reflects this kind of behavior reflects the socialization process which is embedded in one's culture. So culture is nothing our social costumes, rituals, traditions, etc. Even social celebrations, even our culture determines our religion is also part of our culture, our race, our ethnicity and another important is called what language. These are nothing but what you call the markers of culture. So, let us examine one by one.

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Some people say culture can be divided into two halves, one is materialistic culture another is called non-materialistic. So the non-materialistic is called societal say for our attitude, beliefs, values, social norms etc. this also examines the materialistic ends starting from money even furniture, any tangible, this is called non tangible. So the culture determines how we view the world around us and then now let us examine. So we are trying to emphasize, trying to understand what its nature its function.

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Then what are the functions of the culture so it determines our behavior, it determines our thought and actions, it facilitates our interactions, it conveys our intentions and motives. Culture also determines our views about the world. So yesterday I was watching Times of India news apps so there was columns that the head of the state administration unity was

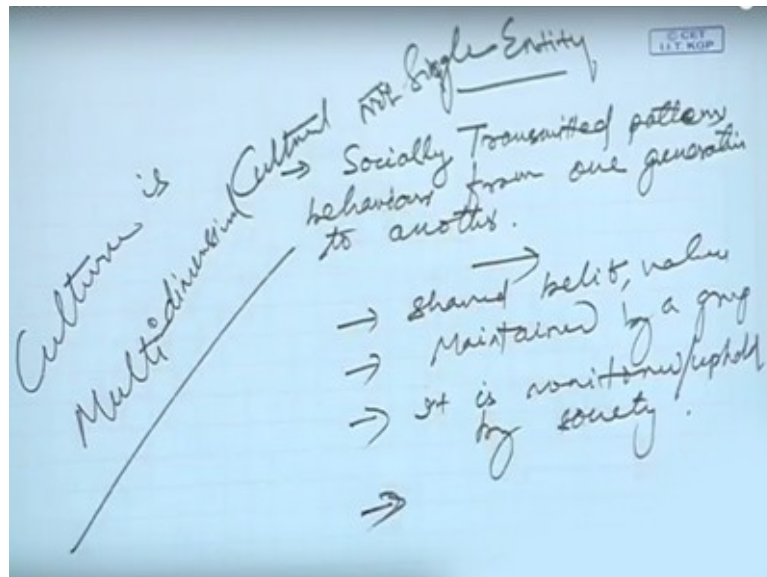
focusing on that the Muslims those who are staying in China are following the extremism paths.

The constructions of mosques are followed in the tradition the way it is built in Middle East or in the extremism areas. Therefore it has become one of the big head ache for the Chinese administrations. Why the people those who are staying in China or Chinese citizen why cannot they follow the Chinese tradition of constructing their mosque. So that means the way their temples have been built so always Chinese construction follows certain architects.

So concern is that why they are not following that architect type in construction of their mosques and following what the extremes Muslims populations are following. So this indicates a cultural difference in the regulation of religion in the tradition of a particular national culture.

When you talk about national culture that regulates the behavior, the mentality the intention of a particular nation so that is what we call a particular national culture. So therefore in a nutshell we can say that culture controls our behavior, culture controls our thoughts, culture controls our interactions.

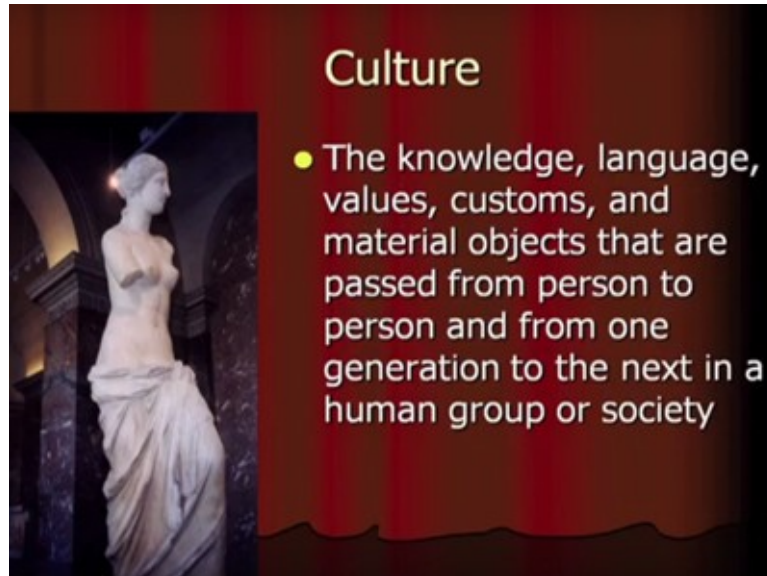
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Some people say it is nothing, culture is nothing buy socially transmitted patterns of behavior from one generation to another. So it is sad beliefs and values, it is maintained by a group a large group we can say, it is monitored by a society or upheld by society. when we discuss we will get to know how it is happening.

So culture is not a single entity, it is not a single entity it is multi-dimensional so therefore culture is multi-dimensional. So let's discuss what are the multi-dimensional facets of culture some people say the totality of shared language, knowledge, material objects, and behavior..

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Culture

- The knowledge, language, values, customs, and material objects that are passed from person to person and from one generation to the next in a human group or society

The slide features a photograph of a classical marble statue of a woman in a draped garment on the left. The background is a dark red gradient.

The knowledge, language, values, customs, and material objects that are passed from person to person from one generation to the next in a human group or society is known as culture.

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Reflection

- Why is culture important?

The slide includes a cartoon with three panels. In the first panel, a character asks 'tell me when your ready' and the other replies 'actually, it should be 'your''. In the second panel, the first character says 'we're having this conversation in person, not over the internet' and the second replies 'you shouldnt be able to see how i would have typed that sentence'. In the third panel, the first character says 'what? oh my god! no!!'. The cartoon is signed '© 2007 iPhu&Kong.com'.

So once you reflect why culture is important just now celebrated upon the various functions of culture but however tell me when you are ready actually it should be you are, you would not make sense in that sentence. We are having this conversation in person, not over the internet, you should not be able to see how I would have to type that sentence.

What? Oh my God, no. So these are certain questions that patterns to the cultural gap, the cultural differences. Somebody is doing something, something is trying to maintain some privacy what I am saying you should not enter into my zone. So how much flexible you are, whether you are a flexible person or rigid person that is also indication of one's culture.

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So the materialistic world always focuses on materialistic culture such as the physical, the tangible what you call you can see, you can observe, you can interact like the member of society to make or use or share anything. It can be raw material technology stuff or anything, any product. Non-materialistic culture are more complex and more important to understand and reflect often because these are abstract or intangible human creations of society that influence people's behavior.

When you ask, why do as a Hindu why do had other religion people, the answer is very simple because I do not know because my parents do that is why I do. So that is how the complexity of human perception lies in our socialization process. Our parenting, our education, our training all are what you call the (()) (23.39) of one's culture.

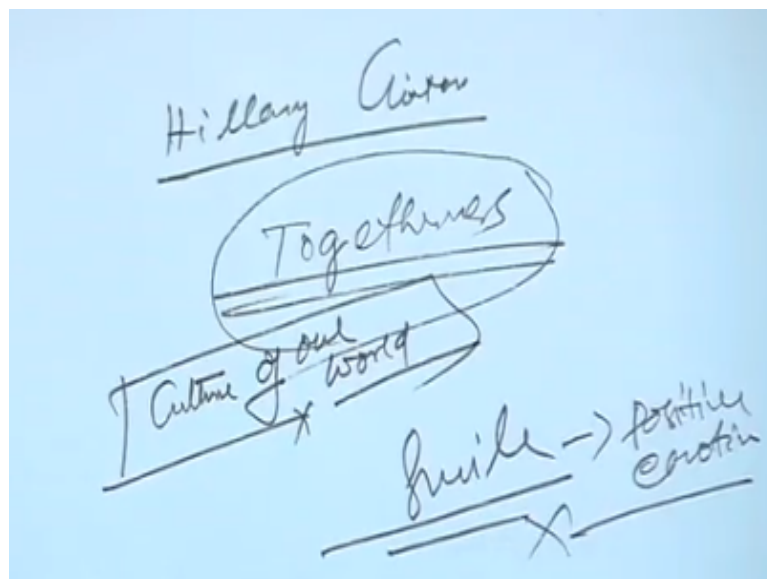
So the most important in non-materialistic culture is that how language influences our cultural behavior patterns in terms of expressing our beliefs, values, rules of behavior, family patterns and the whole political system recently we have witnessed what is happening in American elections as you know America being the super power in the world it is controlling all over.

All over it is getting Americanization, modernizations nothing but Americanization. Westernization is nothing only Americanization you will find nowadays you can very little experience any sort of things in terms of westernization or in terms of Europeanization but most of the things are happening in terms of Americanization.

Say for if you move towards the developing countries like Korea, Philippines, Thailand, Malaysia, Indonesia everywhere Americanization is spreading all over that is reflecting the supremacy of a particular culture spreading all across that is why culture represents our world view. Recently you know there are two very popular famous presidential speeches or quotation all has been delivered by these both of these parties one is for democrats and another is for what you call, what is that, republican. So the leader of the republican part was the Donald trump.

So the Donald Trump's slogan was let us make America great again just think about the highness of American culture but on the other side if you look at how Donald trump has been downsizing the racial activities, questioning one's ethnicity, the multi-cultural regime, the immigration issues which is against the American culture. Because Americans happens to be the most multi-cultural entity on this earth, next to Canada being the largest or oldest democracy on the earth Americans believes in accommodating others, you know multi-cultural regime.

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That is why you know Hillary Clinton, her perspective was something different, so that's why instead of hitting in the grounds of basic human issues like race ethnicity, you know origin of

your birth, relating to migration issues, survival issues. Seem more focused on that we all are one race all human beings are one race so let's make America better, safer and greater so that was the slogan, we can do it together.

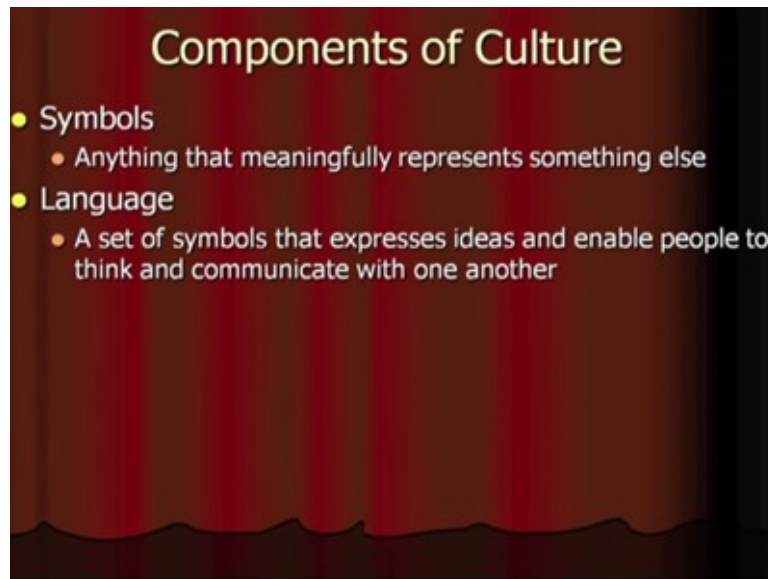
That togetherness in nothing but creating a world of culture, a culture of one world, we can achieve greatness if we move together, we can make America safer if you can fight together so, that shows the multi-cultural aspects so that is why culture is playing an important in terms of our survival in terms of our success etc.

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So there are certain cultural universals that also we often practice, customs and practices across all societies. How quickly will it cues out of those emotional situations. So these are some of the components of culture you know like say for example symbol, anything that meaningfully represents something else.

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How can you quickly look at if somebody is smiling, just a simple smile this is called you know smile is universal emotions. You go any culture smile always creates a positive state. So, this is always interpreted as a kind of positive emotions. So we will take a short break when you come back we will see what are the other areas of cultures that matters in our everyday interactions.