

Emotional Intelligence
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Module No # 2
Lecture No # 09
Discovery of Emotional Intelligence

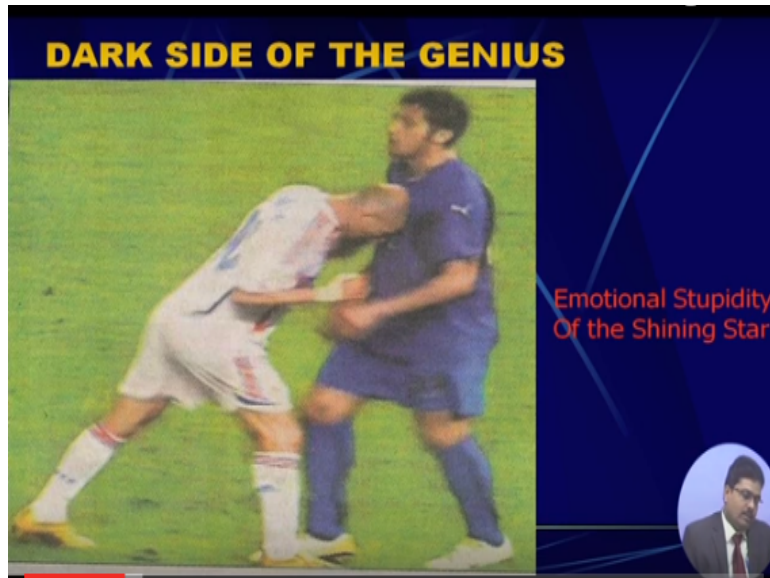
Good morning well back to our continuing series of derivation on emotional intelligence

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today will be exclusively dealing with the concept theory and practices of emotional intelligence in our earlier discussion we try to identify what are the different concepts that those are related with the emotions wisdom and creativity. Today we will try to highlight how these concepts have been integrated in to the concept of emotional intelligence. Let us begin with one example that is why I have mentioning it on that EI an introduction how to introduce the concept into emotional intelligence.

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This is one incident that happened in fact in a very excited world cup football match few years ago. These are two players they fought with each other on the grounds for the sake of winning the world cup for their respective countries and what happened on the field is rest is history. The one player belongs to the French team, the other one belongs to the Italian football team. The white t-shirt person is known as Zidane and another is counter player from Italy.

After this incident many people started gossiping about what was going wrong with Zidane that it displays such kind of unwanted behavior on field behavior which led him to throw him out of the field. Some people started interpreting his behavior, what could be wrong with this guy who is exceptionally good in football in the same team. After the match the same year this person was declared as the FIFA player of the year by the French team.

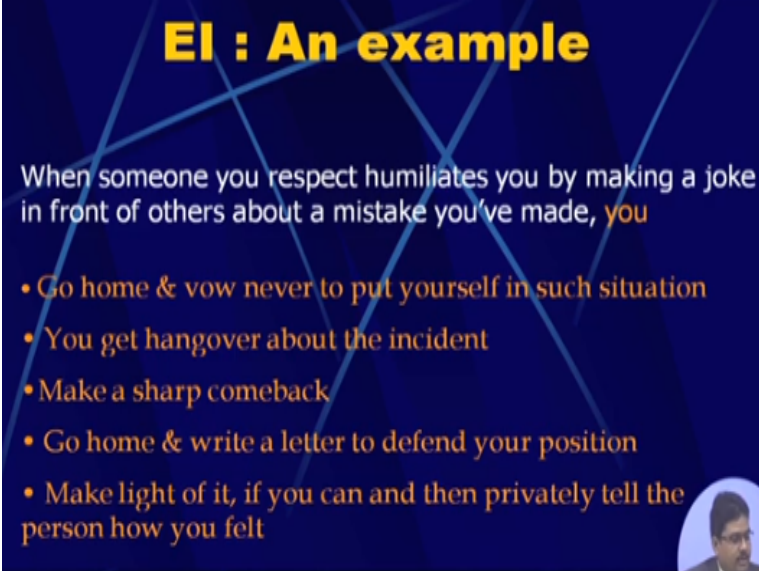
And also one of the best players in the world he was rated as one of the best players in the world in football. At the same time the French team also constituted a group of experts to evaluate the incident and some of the behavioral experts they researched at conclusion that this is one of the dark sides of the genius. So what you meant by dark side of the genius so can genius also have dark spots just like there are dark spots there are black holes in the moon which offset the sunshine's.

So the same story could be related to even if a person is highly intelligent or exceptionally intelligent for which levels him as the shining star in his or her respective field but still there are as human beings we possess some black hole on our personal zone or intellect which may put us into troubles that will ruin our image forever.

So that is the important point that we can take from this incidence and that that shows the importance of emotional intelligence that means intelligence is not enough we need to other intellectual ability of people that is important than IQ.

So this this slides also shoes that this also shows that emotional stupidity of a shining star. A shining star here is the Jayden and the behavior is considered as emotional stupid the silly mistake is betrayed them and when they are were in the match of winning the world cup. So therefore it is concluded that it is more important than IQ.

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EI : An example

When someone you respect humiliates you by making a joke in front of others about a mistake you've made, **you**

- Go home & vow never to put yourself in such situation
- You get hangover about the incident
- Make a sharp comeback
- Go home & write a letter to defend your position
- Make light of it, if you can and then privately tell the person how you felt

Let us begin with one more example what you all EI with an example when some you respect humiliates you by making a joke in front other about the mistake you made how you would react. So just go through the situations clearly and understanding it below to that there are few choices. What do you think could be the possible answer here to the incidents that happen? I repeat that this is an incidence depicting that someone you respect humiliates by making a joke in front of

others about a mistake you have made how do you react? If you analyze the situation you will find these are the five alternatives I have just listed here that could be N number of alternatives.

And in fact all are correct answers none of them are wrong answers but the importance lies in which one is the most correct to the situations is there any answer that is most appropriate that is mostly approved by people or general population in society let us examine one by one so the first one is that go home and whenever to put your yourself in such situations there are people you know they do not react on this part they just take it and when they go back home they start examining why it happened why it happened to me only

In fact he is the most respected person in my eyes he should not have offended me in the presence of others. So is that something wrong with me or something wrong with the person. So the person keep on analyzing from all perspectives and then there (()) (06:22) or series are the conclusion that yeah there must be something wrong with me. So he or she start feeling guilty so this is how he or she decides that I will never commit such a mistake that that put me in this kind of situations.

See it it is creating a kind of guilty or regret or creating a painful state within a person is there the only choice or only answer the person whom he or she respects should not react instantly should go back and regret or either in other alternative that could be responded on this path let us examine. I have I have mentioned that there could be another answer like you get hangover about the incident.

We all are human beings and it is quite natural this is what we call a natural response to any kind of emotional situations if you respect somebody you feel that he is a respectable person in your eyes and you do not feel to recently reacting to the person. So what happens you bear all the pain all the reaction within yourself and that keeps on boiling or boiling you just like water boils into the heater?

You get hangover it all the times pinch you gives pain inside you and it is just like you suppose a drunkard when he drinks in a bar. Suppose he takes 2, 3 pegs more than its capacity the next

morning her gets handover, headache, drowse, vomiting etc., and it troubles for the whole day. But you know you know the emotional hangovers are more painful and longer lasting and enduring than alcoholic hangovers.

So this what I exactly quote in my class to the students if you have some sort of alcoholic hangover it will last for certain time but if you have a emotional hangover like fight between friends, roommates or you could just imagine the relationship between India and Pakistan. When India and Pakistan separated from each other just imagine about that you have seen together you have seen many other movies related to India and Pakistan is not it.

So what is happening you know you could easily imagine the emotional reactions of people from each other's countries and that is only emotion that is connecting the two countries since last 70 years just imagine the power of emotions and that is why I use to say you get hangover about the incident it all the times. So there are some groups who experience this and it is quite natural but is that all about it under this given situations there may be another situations.

Say for examples make a sharp comeback the third (()) (09:22) make a sharp come back is it possible as human beings just imagine just think for a while it is possible many people say yes it is possible see nothing is impossible in this world but impossible is impossible. So if you think that yes you can get a comeback with all pain and gain. So you can come back but in order make a sharp come back on a very emotional situation it is quite difficult.

But we have seen this is the answer of many of those who are highly experienced highly exposed to various people various situations, conditions, reactions they often say when I asked senior people ok most of them say that I can make sharp comeback under this given situation what could be the reason why do you think so why do easily think that you can come back out of emotional (()) (10:20) they use to reply me in the response you say sir we have seen the whole world like is full of up and down and there are many more severe situations we have faced this is nothing in front of them.

So what is the summary of out of it that means your emotional tolerance develop with age and years so that is the only outcome that people why older people they say that we can make a sharp comeback under this given situations another I could find also out of this that many people say that sir if you do not make sharp comeback that will haunt you always and that will spoil your future and that will also trouble the present.

So if you do not make sharp comeback you are losing both your present as well as your future and some people says sir if you react instantly there could be also another possible answer here that the person humiliated you also humiliate the person. This is the very what you call natural reactions we have observed among the young minds they hardly tolerate anybody else this is known he has given me I should give back and that is all about.

So otherwise the person will not learn anything from his mistake so this is the younger generation now thinks about it but the older generations or little bit different in their approach what is that this says if you instantly give back or react back that will further aggravate the situations. You do no scope for any people to think about the situations the you are observing you have been hard, you have been humiliated but the other person has not analyzed his mistake because he does not have any more time you instantly reacted.

But if you take a break and give sometime for yourself and for other maybe probably you can creating space for self and others understanding. So that is how the emotional intelligence is all about so that is why we have seen number 5 make light of it if you can and then privately tell the person how you felt. So that is why some people that do not react they go back they think okay there must be something wrong with me that is why the person reacted me like this let me go back and analyze.

If there is any mistake on my part or person's part if the person is at fault I will tell him in during leisure time during my private time when there is nobody he does not feel hard also in my approach but if you look at the number 4 choice go home and write a letter to defend your position there are another group of people they live in this society they are very democratic in nature they put everything in pen and paper.

So say for examples as a students you fought with your friend in room but you are with physically you cannot react roommate over pass you with muscular physical body and you are afraid you cannot take on her or him by your physical form then you are very but mentally you are very strong very logical reasoning lot of intellect is there so you think that okay let him find out the case by putting on paper.

You write letter to you warden sir this incident happened in canteen this man humiliated me being my senior this is submitted for your necessary action. So this is also a very democratically very ideal situations but its every difficult as human being as we always look for need satisfaction. So when you are humiliated what is your immediate gratification need to console your ego it is a matter of my respect and honor.

How can he humiliate me like this so you start reacting in various ways like the way here so if you look at all this five choices maybe you will find that all of them are correct answers but which one you think that the may be the most appropriate these situations. So we have seen that maybe in most of the times we found the last one is most appropriation and many of the respondent they say they seems to be most match your type of answer then the concept of emotional maturity falls all around that is what leading towards the understanding of what we call emotional intelligence

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But before going into emotional intelligence and defining the concept let me tell about why people have different opinions about emotions because is just quoted a one example from emotional reactions. So is that if a person control too much is emotionally mature, if a person do not control is emotionally immature or is there something in between let us clarify that doubt.

Some people say that emotion is inferior than reason is it correct do you agree or disagree emotion is inferior than reasons usually in our normal discussions daily discourse we found that anybody getting emotional in any kind of discuss analysis or deliberations we suddenly say do not get emotional. So we always accuse emotions but it is not emotion why a person is getting excited? Why a person is becoming aggressive, violent what is leading to that violent, violent behavior will never try to understand.

But it is actually not emotion because emotion is full of energy is emotion that gives rise to creativity, it is emotion that gives rise to commitment it is emotion that gives rise to what we say innovation, many creative production are all comes from our emotions then how come emotion be inferior than reason it is rather reasons are limited it is because they are based on certain facts and figures.

So that is why you keep on doing this and something that is correct in Indian culture may not be correct in United States because the findings are limited. So that is why when you conduct study

on small sample size you say the findings cannot be generalized. But that that piece of scientific information is very much helpful for us to describe a particular domain of human behavior in that context. So therefore we say that reason is very limited emotion is endless.

So it cannot be inferior than reason emotion is harmful to body and mind you some people say if you get emotional you will be physically aggressive you will experience lot of stress, tension and if it builds up you can become chronic then it may lead to cardiac arrest. You know so always you emphasize some emotions means only negative emotions experienced of only negative emotions that always troubles our body and mind.

So that is why you always think that emotion is harmful but we completely neglect about the positive sides of it. We will never realize that it is that only emotion that brings peace of mind tranquility, health, happiness and prosperity in him my life. So that is why it is also a myth not a truth second sorry third Self-control comes from suppression of feelings this this exactly I was highlighting if your control too much that sign of emotional maturity is that the sign of that you have master over all emotions no not exactly.

Even Einstein also told very eloquently that the toughest job in this world is to exercise right kind of emotion to right person in the right time in right context. If you control also controlling too much is not good for body because it will attack your body you are feeling discomfort but you are controlling. So that is why but when it comes out just like a violent bomb blast.

So that is why many times say most of the silent people are the most violent people in the world the moment they react because they control too much of their emotions over the year it goes to the their deep depression and it regress into the unconscious number.

So is such a thing it always looks for way out and when it comes out it comes out in a violent for enough then then you say that enough is enough I have tolerate you and I will not take it anymore that should not be in human life. Emotion should be expressed in right time in right context if you do not control your emotions it may be channelized in wrong direction. So that is why a person who control too much?

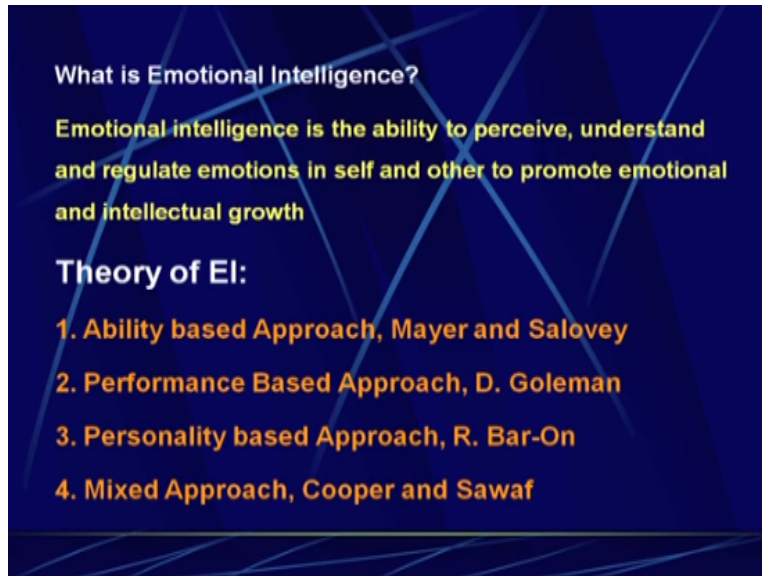
He also likely to develop a wrong pattern of human behavior so he may not be expressive in latter period of life he may feel insecurity he will also afraid of crown, he will be afraid of expressing his feelings towards others that will going to make him suffer in the long run. Another point is here that there are good emotions and bad emotions again this is also a myth even a negative emotion can be utilized positively say for like example a child is doing a wrong act then the parents will look at the child with big eyes no by creating fear do not do that that's wrong.

So they are showing wrong emotions by showing there as if they are annoyed with behavior of child. So that annoy creates or brings a change in child behavior not to do a wrong act so that is why I say that there is nothing like a good and we have good and bad emotions. Emotion is emotion the way you channelize and the outcome of the emotion in fact decides what is wrong? What is bad?

Emotion influence judgment no again it is also a myth emotion never influence judgment it is the prospective that you bring to you argument always influence say for example suppose you are a justice you are from the white group but the victim is black then you that oh this is the black, he belongs to different race I am a superior race and he has committed a crime against the white. Then that negative racism see the kind of logic you try to bringing to racism is deciding that yes that black should get high level quantum of punishment that the white.

So this kind of bias the stereotype bias that exist in society that in fact regulate our behavior it is not our emotions the kind of logic opinion and the prospective would develop over the period on a particular issues may regulate our emotions. So that is why we are often say that emotions influence judgment no the logic reason that you use in our emotional assessment that directs our emotions decides our judgment.

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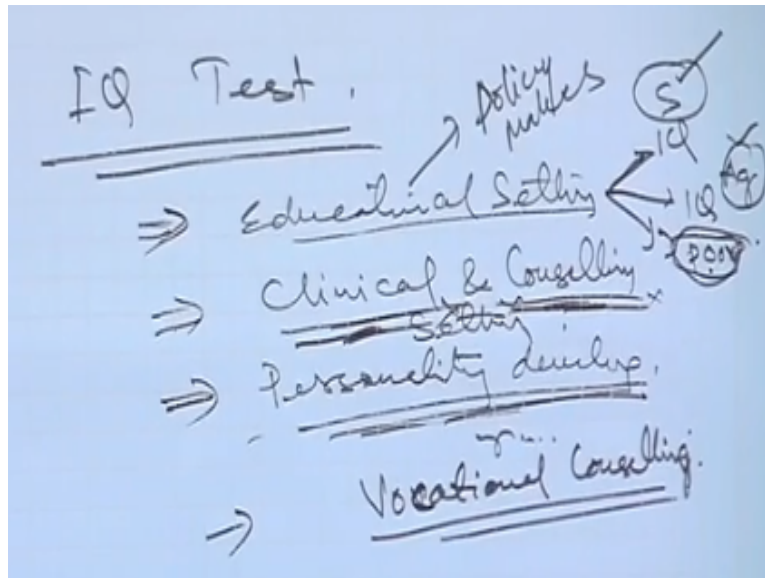


So it is not emotion that influence judgment is the logic that used in our emotional analysis influence our judgment. So therefore after all this analysis we could if we examine the different emotional and intellectual pattern of our behavior and you can see and define what emotional intelligence exactly is emotional intelligence is the ability to perceive understand and regulate emotions in self and others to promote emotional and intellectual growth.

So this this definition seems to be very comprehensive one see it has four important characteristics I could see here it is the ability to perceive accurately perceive emotions in others to understand when you perceive you are you able to meaningfully understand those emotions regulate emotions when you judge certain emotions in other phase or when you experience certain emotions are you able to regulate them in proper directions that is another also domain of emotional intelligence.

And the fourth one is to promote emotional and intellectual growth can emotional intelligence we used as a tool for an enhancing emotional and intellectual growth yes that possible we will be discussing all these things in our next ongoing discussions but before that I will be touching up an very quickly on four important theories of emotional intelligence or approach of emotional intelligence if you look into the whole history of emotional intelligence all these theories and models could be put under two important framework they are called

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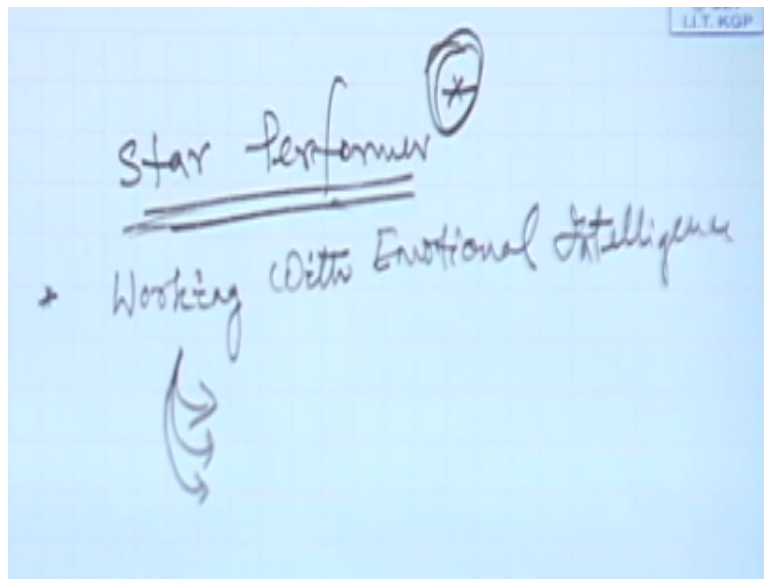
The first one is called ability model and the second one is called the mixed model so the ability model was given by Salavey and Mayor. And there are many theories that has come up after research say for example like Goleman's theory, Goleman's model, Cooper and Sawaf model then Baron model, but mainly people talk about into this time.

So these are two models that has been highlighted in the whole framework of emotional intelligence literature one is ability model and another is called mixed model or. Going further this mixed model approach has been further categorized say for example some say this is called skill based, skill and competency this is also called competency based approach.

However Barons model has been criticized under personality based approach there is another approach known as to be trait approach this is called Furhurm and colleagues. So these are few approaches that has been developed over the period of you know with the passes of time. Ability based approach mainly has a intellectual focus they look into how emotion has been reason out how emotion has logically utilized in human behavioral context.

So that is how Mayer and Salevey talk about hoe reasons is bring into emotional analysis. When you talk about the second approach what you call Goleman's approach the performance based approach. In organization you know every organization looks for skillful employees this should possess certain competencies that may help them to produce effective performance.

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So Goleman out of his work he reached at the conclusion that employees should possess certain skills and competencies that will make them star performer. So the concept of star performer putting a star on their tag personality tag may be the source of bringing emotional competencies into the workplace. So this was highly highlighted by Goleman's in his second book that is what we call working with emotional intelligence this is also Goleman's one of the best-selling book.

So this book emphasizes on various skills and competencies related required for performing star performance in organizations okay so we will stop here when you come back we will see how these different theories have given and different of have identified different domains of VI and how this EI have been measured by different tools and technic thank you.