

A STUDY ON EMOTIONAL INTELLIGENCE

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ABSTRACT

Understanding what emotional intelligence is and why it is crucial to success at work and in your career. People in every workplace have a range of skills, personalities, and emotions, all of which can significantly affect how individuals behave. being able to recognize and control emotions, including one's own and those of others. When making daily decisions like hiring, dismissing, and promotion decisions, employers frequently take emotional intelligence into account. Many hiring managers conduct thorough assessments of applicants' during the hiring process, ask specific questions to ascertain emotional intelligence people with greater levels of emotional intelligence. To determine leadership potential, they examine the emotional intelligence of their current personnel. Emotional intelligence is moreover frequently taken into account while making decisions about promotions and wage increases.

Keywords: Emotional Intelligence, Organization.

Introduction

The capability to comprehend, assess, and control one's own emotions as well as those of other individuals and groups who possess "emotional intelligence" (EI) is known as emotional intelligence. The trait EI model assumes that this talent is self-perceived. Our level of expertise in our interpersonal and personal skills is referred to as our emotional intelligence. According to research, the single most crucial factor influencing our performance success in work situations is our mastery of key interpersonal and personal abilities. It also has a big impact on our emotions, thoughts, and actions. How well you know and manage yourself, deal with what occurs to you, interact with and handle other people will all depend on how emotionally intelligent you are. How we keep track of our own and other people's moods and emotions, how we evaluate others and circumstances, and how we apply this information to inform our decisions are just a few of the many more talents that make up emotional intelligence. It is made up of confidence, drive, flexibility, self-control, and aggressiveness.

Definition

The definition of emotional intelligence is "the ability to recognize our own feelings and those of others, to inspire ourselves, and to effectively manage emotions in both ourselves and others."

The capability to recognize, assess, as well as control one's own emotions as well as those of others and of groups is referred to as "emotional intelligence." A skill, ability, or (in the case of the distinctive EI model) a self-perceived capacity to do so could also be involved. It is frequently assessed as a measure of emotional quotient. It is the latest area of psychology research. The definition of EI is constantly evolving.

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The Concept's Development

It is possible to connect the early development of emotional intelligence according to Darwin's research on the importance of emotional expression for endurance and secondary adaptation. Even while memory and problem-solving skills were prioritized in traditional conceptions of intelligence in the 1900s, many intelligence scholars had already started to accept the importance of the non-cognitive characteristic. For instance, E. L. Thorndike first used the term "social intelligence" in 1920 to narrate the ability to recognize and influence others. Similar to this, David Wechsler highlighted how non-intellective factors influence intelligent behaviour in 1940 and asserted that our intelligence versions would not be concluded unless we can precisely characterize these aspects. Howard Gardner presented the plan of multiple intelligences, which includes one and the other intrapersonal and interpersonal intelligence, in his 1983 book *Frames of Mind: The Theory of Multiple Intelligences*. The capacity to understand oneself and value one's feelings, fears, as well as motivations is referred to as intrapersonal intelligence. According to Gardner, traditional intelligence tests like IQ don't adequately account for cognitive capacity. Thus, it was generally acknowledged that traditional definitions of intelligence fall short of adequately explaining performance results, despite the fact that the concept's language varied.

The 1985 doctoral thesis by Wayne Payne enable "A Study of Emotion: Developing Emotional Intelligence" is often cited as the first to use the phrase "Emotional Intelligence." Before this, however, the phrase "emotional intelligence" had not been used before Leuner (1966). Greenspan (1989), Salovey and Mayer (1990), and Goleman (1995) all suggested an EI model.

The field of research expanded as more professionals became aware of the significance and relevance of emotions to job outcomes, but the phrase "emotional intelligence" wasn't widely accepted until Daniel Goleman's best-selling book *Emotional Intelligence: Why It Can Matter More Than IQ* was published. The first of many articles in the mainstream media to explore EI was written by Nancy Gibbs in 1995 for *Time* magazine and focused on Goleman's book. After that, pieces on EI started to emerge in more academic and popular outlets on a regular basis.

Concept of Emotional Intelligence

There are several disagreements on the vocabulary and definitions used to define EI. The 1990 book by John D. Mayer and Peter Salovey description of EI as "the ability to monitor one's own and other's feelings and emotions, to discriminate among them, and to use this information to guide one's thinking and actions" is one effort at a definition.

The precise definition of this concept has been unclear despite this early statement. Because there are so many different meanings and the subject is developing so quickly, researchers are always changing even their own definitions of the concept. Currently, there are 3 main EI models in use:

- Ability EI models
- Mixed models of EI
- Trait EI model

Elements of Emotional Intelligence

It is possible to compare and contrast emotional intelligence with a variety of other personality traits. These additional components are theoretically and practically different from emotional intelligence. A person may also have low or high levels of several of these other attributes while yet having high emotional intelligence. Empathy is the capacity to feel for other people, to react sympathetically to their emotions, and to see oneself in the other person's shoes.

Being sure that one possesses sympathy, and self-confidence, emotional self-efficacy includes elements of social intelligence, personal intelligence, and emotional intelligence.

The ability of a person to successfully traverse the social world and achieve their goals as necessary is known as socio-emotional effectiveness.

Socio-emotionally effective behaviour: the person's overt behaviours that result in effective social and emotional relationships with others.

Dimension of Emotional Intelligence

- **Inter Personal**
 - **Empathy:** It is the capacity to recognize, recognize, and value the emotions of others. It involves "tuning in" (Being considerate) of how, why, and what people are feeling. Understanding how to "emotionally read" other people is a necessary skill for empathy.

- **Interpersonal Relationship:** It is the capability to create as well as nurture close relations that are characterized by the exchange of affection. This element is linked to both the desire to develop pleasant relationships with people and the capacity to feel at ease and comfortable doing so.
- **Social Responsibility:** It involves being able to show that you can be a helpful, beneficial, and agreeable member of your social group. Being able to behave responsibly even when it doesn't directly benefit you is quality. This person assumes responsibility for the community.
- **Adaptability**

Problem-solving It is the capacity to recognise, categorise, and apply possibly workable solutions to issues. Prior to making a decision, this person does a rational and methodical analysis of the circumstance. This ability is also connected to the preferences to put in a lot of effort and address problems head-on rather than burying them.

 - **Reality Testing:** It is the capacity to judge whether what is experienced and what actually exists correlates. In order to validate, justify, and support feelings, perceptions, and thoughts, this person looks for unbiased proof. The ability to appropriately "size up" the current circumstance is the essence of reality testing.
 - **Flexibility:** It is the capacity to adjust to novel, unpredictably changing situations. People who are flexible are combined, flexible, and able to respond to change without becoming inflexible. When facts contradict their beliefs, these people are able to change their thoughts. In general, they are accepting and tolerant of various beliefs, ideologies, attitudes, and behaviours.
- **Stress Management**
 - **Stress Tolerance:** It is the capacity to face challenging circumstances as well as pressurizing conditions without "falling apart" by engaging in active, productive ways to cope. requires problem-solving, optimism, and understanding of and practice with stress management techniques. People with high-stress tolerance are more likely to face difficulties head-on rather than give in to feelings of negativity as well as helplessness.
 - **Impulse Control:** The capacity to withstand or postpone an active compulsion, urge, or impulse. Impulsivity, difficulty managing one's anger, abuse, losing one's self-control, and erratic and explosive behaviour are all symptoms of poor impulse control. Postponing gratification or exercising self-control are other names for this trait. It is necessary to have the ability to control our emotions and our own behaviour.
- **General Mood**
 - **Happiness:** This concept relates to the capacity to take pleasure in one's self, environment, and life. A person's overall emotional functioning and emotional intelligence are products of or a sign of, their level of happiness.
 - **Optimism:** The capability to keep a cheerful attitude in the face of adversity as well as to see the good in everything is known as optimism. A certain amount of hope is implied by positivity in one's outlook on life. It is a constructive way to live your life. Negativism, a typical depressive symptom, is the reverse of optimism.
- **Intra Personal**
 - **Emotional self-Awareness:** It is the capability to be well informed of someone emotions as well as sentiments, to identify them, to understand what they mean and why they are there, as well as to understand what has brought about the sentiments. gain from constructive criticism that is honest.
 - **Assertiveness:** It is the capacity to stand up for one's rights without causing harm to others while expressing one's feelings, views, and thoughts. People who are aggressive are not overly reserved or controlled. They have the ability to communicate without being angry or violent.
 - **Self-regard:** The capacity to accept one's limitations, potential, and perceptions of virtues and flaw. This person has confidence in themselves and inner strength.

- **Self-actualization:** Realising one's potential capabilities is what it is. occupied with activities that contribute to a rich, fulfilling existence. Self-actualization is a dynamic, ongoing process that aims to maximize one's talents, capacities, and abilities. This person works hard to always better himself.
- **Independence:** It is the ability to function without the need for protection or support. These people are confident in themselves, possess inner strength, and are prepared to uphold commitments without letting them control them.

Emotional Intelligence's Subfields

Using Salovey and Mayer's emotional intelligence paradigm, four unique subcomponents are the ability to recognize emotion, the ability to reason with emotion, the ability to interpret emotion, and the ability to manage emotion.

- **Perceiving Emotions:** It's important to correctly identify emotions before trying to understand them. It is frequently necessary for this to comprehend facial expressions of emotion and body language are nonverbal cues.
- **Reasoning With Emotions:** The succeeding level entails making use of feelings to encourage logical and mental actions. Depending on how we are feeling, we prioritize what we pay observation to and how we behave when something attracts our observation.
- **Understanding Emotions:** The explanations connected to the emotions we feel are amazingly mixed. The observer must ascertain what is upsetting the subject and what it might mean if they appear to be in a rage.
- **Managing Emotions:** A crucial aspect of emotional intelligence is effective emotion control. Controlling emotions, acting correctly, and responding to other people's emotions are all parts of emotional control.

Six Principles of Emotional Intelligence

- Emotions are knowledge.
- Despite our best efforts, emotion cannot be ignored.
- Despite our best efforts, we are not as skilled at masking our emotions as we might imagine.
- For decisions to be effective, emotion must be involved.
- Emotional patterns are sensible.
- There are emotional specifics as well as universals.

How EQ Helps in Success?

Since it aids in evaluating behavior, leadership, attitudes, and potential of people in numerous elements of human resources planning, emotional intelligence is essential for organisational and human resource development. EQ seems to be a potent strategic tool for attaining your company's goals in the following areas:

- **Hiring / Screening:** You may be certain that the people who join your team will have high emotional intelligence, which will aid them in doing their duties by adding EQ abilities in your hiring processes.
- **Training:** Training in EQ awareness and competencies should be a part of all courses regarding client relations, sales, supervisory training, leadership, career growth, and team dynamics. You are giving employees skills that will benefit the company and increase their job satisfaction by assisting them in focusing on the EQ areas where they can develop.
- **Coaching:** As an HR professional, you could frequently be asked to coach employees within the company during both emergencies and routine interactions. As you lead by example and inspire people to understand how to use EQ as a tool to solve their current and future challenges, you can add a tremendous amount of value to your one-on-one coaching interactions.
- **Performance Development Reviews:** Employees will be aware of their own needs for emotional intelligence development if performance and development reviews take EQ competencies into account.
- **Profit to the Business:** Reduced formal complaints, decreased lost-time accidents, and increased productivity are all results of emotional intelligence.

What Motivates you to Improve your EI (Emotional Intelligence)?

- Improve Your Career - Increase your chances of success in your career.
- Increase Productivity - Boost your own individual productivity
- Boosting job satisfaction
- Work effortlessly with difficult team members and demanding customers.
- Ensure that you have a healthy to maintain a healthy work-life balance and have time for yourself.

Conclusion

Emotional intelligence is increasingly important to the expansion of organizations and the development of individuals since the EQ principles present a novel method for comprehending and evaluating a person's potential, management style, attitude, and communication abilities.

Preparing for human resources, job descriptions, hiring, selecting, conducting interviews, and other sectors takes emotional intelligence into account. Understanding this subject is crucial because it may be helpful to us in better understanding how people act and adjust to their particular social environments.

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