

Emotional intelligence: A new concept of 21st century

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The concept of Emotional Intelligence is a new one in the literature of Educational and Psychological studies. It was in 1995 when Daniel Goleman published his most widely popular book "Emotional Intelligence" that research work in this area started in America, but this work was conducted in the field of Organizational Behaviour. Only a few years back, that research work on Emotional Intelligence in the area of Educational Psychology was undertaken in India. Many scholars have started doing their researches taking emotional intelligence as a main variable and studying it by relating with many other independent variables in order to find out the relationship. The students at the college and university levels pass through a turmoil period of their lives. They have many emotional and psychological problems which affect their behaviour adversely. They become stubborn, aggressive and nervous and sometimes they are unable to concentrate on their studies or they lose interest in their academic pursuits. They may be intelligent or they may be high in their I.Q.; but sometimes they lack emotional maturity or suffer from emotional disorders. So there is a need to study their emotional intelligence, along with their general intelligence as well as social maturity. Hence the present study has been undertaken with this view in mind.

Keywords: emotional intelligence, educational psychology

Emotional intelligence has, in recent years, been popularized and the research into its many components has multiplied. It is the latest development in understanding the relation between reason and emotion. Emotional intelligence is the single most important factor in predicting success and other important factors are: technical skills, specific knowledge, mental abilities, physical fitness, physical appearance, and interest in a particular type of work, aspirations and career goals and life circumstances that either support or hinder performance.

Historically speaking, the term 'emotional intelligence' was introduced in 1990 by two American University professors Dr. John Mayer and Dr. Peter Salovey in their attempt to develop a scientific measure for knowing the difference in people's ability in the areas of emotion. However, the credit for popularizing the concept of emotional intelligence goes to another American psychologist Daniel Goleman (1995). The concept of emotional intelligence has gained popularity and accepted over in the recent years. The ability to appropriately identify, recognize and manage your emotions for one's own well being as well as the well-being of people around you is what is described as emotional intelligence.

According to the exponents of emotional intelligence, a person's emotional make-up largely determines his or her professional success. They believe that EQ is the most important determinant of the extent of professional and personal success in life. It is interesting to note that so many people with high IQ fail whereas those with less intellectual endowment are extremely successful. It is increasingly recognized that IQ may account for only about 20% of a person's success in life. The remaining 80% depends largely on a person's emotional intelligence.

EQ can be instrumental in achieving success in many areas of professional life and can help in increasing productivity, speeding up adaptation to change, developing leadership skills and stimulating creativity. People with high E.Q. are happier, healthier and more successful in social relationship in their profession. They are aware of their own feelings, show empathy and compassion for others and

have high self-esteem..

Nature of emotional intelligence

Emotional Intelligence has its roots in the concept of social intelligence first identified by E.L. Thorndike in 1920. Social intelligence is the ability to understand and relate to people.. Thorndike defined social intelligence as "the ability to understand and manage men and women, boys and girls to act wisely in human relations."

Emotional intelligence more or less relates to social intelligence. It includes interpersonal and intrapersonal intelligence in the theory of Gardner's (1983) theory of multiple intelligence. Interpersonal intelligence is the ability to understand other people; what motivates them, how they work, how to work cooperatively with them. Successful sales people, politicians, teachers, clinicians and religious leaders are all likely to be individuals with high degree of interpersonal intelligence.

Interpersonal intelligence is a correlative ability turned inward. It is a capacity to form an accurate, veridical model of oneself and to be able to use that model to operate effectively in life. Emotional intelligence is thus viewed as "a form of social intelligence that involves the ability to monitor one's own and others' emotions to discriminate among them and to use the information to guide one's thinking and actions" (Mayer & Salovey, 1993).

The concept of emotional intelligence (Mayer, Caruso & Salovey, 1999) shows that to understand and appreciate intelligence in totality, one needs to attend to the domains of personality, emotions and motivations. The merging of emotions and intelligence as a cognitive tool under the caption of E.I. was proposed by Yale Psychologists, Salovey and Mayer (1990). According to them, emotional intelligence involves abilities that may be categorized into five domains.

- Self-awareness i.e.; observing oneself and recognizing a feeling as it happens.,
- Managing emotions i.e.; handling feelings so that they are appropriate; realizing what is behind a feeling, finding ways to handle fears and anxieties.; anger and sadness.
- Motivating oneself: channeling emotions in the service of a goal; emotional self-control; delaying gratification and stifling impulses,

- Empathy: sensitivity to others' feelings and concerns and taking their perspectives; appreciating the differences in how people feel about things,
- Handling relationships: managing emotions in others; social competence and social skills.

It may be noted that self-awareness (intrapersonal intelligence), empathy and handling relationships (interpersonal intelligence) are essentially dimensions of social intelligence; whereas managing emotions and motivating oneself are from psychomotor domains. Thus, emotional intelligence represents alternative groupings of tasks to social intelligence. On the one hand, emotional intelligence is broader than social intelligence, including not only reasoning about the emotions in social relationships, but also reasoning about internal emotions that are important for personal growth. On the other hand, emotional intelligence is more focused than social intelligence in that it pertains primarily to the emotional problems embedded in personal and social problems.

EQ stands for emotional quotient and refers to a person's level of emotional intelligence (EI). Emotional intelligence encompasses social intelligence and emphasizes the effect of emotions on our ability to view situations objectively and thus to understand ourselves and other people. It is the ability to sense, understand and effectively apply the power of emotions, appropriately channeled as a source of energy, creativity and influence. We would like to call it "heart Intelligence" as balancing and integrating the head and heart, channeled through the left and right brain.

Emotional intelligence consists of the following elements:

- The ability to perceive accurately, appraise and express emotions,
- The ability to access and/or generate feelings when they facilitate thought,
- The ability to understand emotion and emotional knowledge,
- The ability to regulate emotions to promote emotional and intellectual growth.

Emotional intelligence is the emotional needs, drives and true values of a person and guides all overt behavior. EQ tells what the persons do and will do. It determines your success, in relating to people and your success in any given job and socially tends to build relationships.

Emotional intelligence refers to emotional awareness and emotional management skills which enable one to balance emotions and reason so as to maximize your long term happiness. Emotional intelligence includes qualities such as self-awareness, ability to manage moods, motivation, empathy and social skills like cooperation and leadership. Emotional intelligence is the ability to understand emotions and their causes, the capability of effectively regulating these emotions in one's self and in others and most importantly being able to use the emotions as a source of information for problem-solving, being creative and dealing with social situations. Emotional intelligence comprises many personality traits such as empathy, motivation, persistence, warmth and social skills.

Definitions of emotional intelligence

There are a lot of arguments about the definitions of EI, arguments that regard both terminology and operationalizations. The first published attempt towards a definition was made by Salovey and Mayer (1990) who defined EI as "the ability to monitor one's own and others' feelings and emotions to discriminate among them and to use this information to guide one's thinking and actions."

The concept of EI, according to cognitive model of EI by Salovey

and Mayer (1993) primarily focuses on the complex, potentially intelligent tapestry of emotional reasoning in everyday life. It is based on the assumptions that emotions convey knowledge about a person's relationship with the world. Later on they revised their own definition. Now the most accepted and scientific explanation of the term 'emotional intelligence' may be found when they said: "Emotional intelligence may be defined as the capacity to reason with emotion in four areas to perceive emotion, to integrate it in thought, to understand it and to manage it."

Daniel Goleman (1993) defined E.I. "as the ability to know, manage one's emotions and recognizes them in others and to handle one's relationship." According to him, an emotionally intelligent person is likely to be skilled in two key areas namely 'personal competence' i.e., how one manages the self and 'social competence' i.e., how one manages relationships. E.I. is nothing but the ability to understand one's emotions and those of people around us. It enables us to modify our feelings and influence what happens in the world around us.

Freedman (1998) defined EI "as the way of recognizing, understanding and choosing how we think, feel and act. It shapes our interactions with others and our understanding of ourselves."

Cooper (1997) defines EI "as the ability to sense, understand and effectively apply the power and acumen of emotions as the source of human energy information, connection and influence."

According to Elias (1999), "EI is helping to focus on what it means to be complete human beings."

Saarni (1999) identified emotional competency "as the ability to understand, manage and express the social and emotional aspects of one's life in ways that enable the successful management of life." It includes self-awareness, emotional regulation, working co-operatively and caring about oneself and others.

Bar-On (2000) proposed the Relational Model of E.I. as array of non-cognitive capabilities, competencies and skills that influence one's ability to succeed in coping with environmental demands and pressure.

According to an Indian expert on Emotional Intelligence, Dr. Daljit Singh, E.I. is "the ability of an individual to appropriately and successfully respond to a variety of emotional stimuli elicited from the inner self and the immediate environment." It motivates an individual to recognize truthfully, interpret honestly and handle tactfully the dynamics of human behavior.

Based on all these viewpoints, it may be said that one's emotional intelligence is a unitary ability which is related to, but independent of standard intelligence and helpful in knowing, feeling and judging emotions in close cooperation with one's thinking process to behave in a proper way, for the ultimate realize of the happiness and welfare of the self in tune with others.

Characteristics of emotional intelligence

Emotional intelligence, as described by Daniel Goleman (1996) involves the following characteristics:

- The ability to identify and understand emotions in oneself and others.
- A fair degree of control over the expressions of emotions, so that one's behavior builds and supports good relationships and does not damage them.
- The ability to be frank, honest and assertive while respecting and catering for the emotional needs of those with whom one is communicating.
- The choice of activities that are emotionally fulfilling.

- The maintenance of a balance between all areas of one's life (e.g.; home, work, friends, leisure etc.).

The other characteristics of emotional intelligence are:

- It is the single most important factor for personal adjustment, success in relationship and in job performance.
- IQ test usually measures cognitive functions such as vocabulary, information for facts, short-term memory, verbal reasoning, and the ability to learn new relationships.
- It helps to predict academic performance, to predict job performance and general adjustment in life.
- It measures thirteen major facets of character which relate to success in life.
- It refers to the areas of emotional health, relational success and job performance.

A person will be termed emotionally intelligent in proportion if he is able to:

- Identify and perceive various types of emotions in others (through face reading, body language and voice tone etc.),
- Sense his own feelings and emotions,
- Incorporate the perceived emotions in his thought (such as using his emotion, feelings in analyzing, problem solving, decision making etc.),
- Have proper understanding of the nature, intensity and outcomes of his emotions.
- Exercise proper control and regulation over the expression and use of emotions in dealing with self and others so as to promote harmony, prosperity and peace

Emotional Intelligence is one's ability to acquire and apply knowledge from one's emotions and the emotions of others in order to be more successful and lead a more fulfilling life. It acts, as a guiding tool for interpersonal effectiveness in one's social environment. It is the power not only to perceive emotions but also control them. EI is, thus, sum total of the mental capabilities which empowers a person in understanding his or her emotions and the emotions of people in his/her immediate environment correctly and in using these emotions intelligently to get personally and socially desirable outcomes.

According to the exponents of emotional intelligence, a person's emotional make-up largely determines his or her professional success. They believe that E.Q. is the most important determinant of the extent of professional and personal success in life. It is interesting to note that so many people with high I.Q. fail whereas those with less intellectual endowment are extremely successful. It is increasingly recognized that I.Q. may account for only about 20% of a person's success in life. The remaining 80% depends largely on a person's emotional intelligence. Emotional intelligence has its root in the concept of social intelligence first identified by E.L. Thorndike in 1920. He defined it as the ability to understand and manage men and women, boys and girls to act wisely in human relations. E.I more or less relates to social intelligence. McClelland (1973) contended that conventional concept of I.Q. simply could not predict how well people would perform in the whole work place. Later on, Gardner (1983) talked about multiple intelligence theory including intrapersonal intelligence and interpersonal intelligence. He conceptualized intrapersonal intelligence as the ability to understand one's own emotions and intentions. It correlates with E.I.

The concept of E.I. (Mayer & Salovey, 1993, Mayer, Caruso & Salovey; 1999) shows that to understand and appreciate intelligence

in totality one needs to attend to the domains of personality, emotions and motivation. The merging of emotions and intelligence as a cognitive tool under the caption of E.I. was proposed by Yale psychologists, Salovey and Mayer (1990). They defined E.I. as "the ability to monitor one's own and others feelings and emotions to discriminate among them and to use this information to guide one's thinking and actions."

E.Q. denotes "Emotional Quotient" and is used interchangeable with "Emotional Intelligence", a term derived from Intelligence Quotient (I.Q.). It refers to emotional awareness and emotional management skills, which enable one to balance emotion and reason so as to maximize your long term happiness. Emotional Intelligence includes qualities such as self-awareness, ability to manage moods, motivation, empathy and social skills like co-operation and leadership.

Goleman (1995) defined E.I. as the ability to know, manage one's emotions and recognizes them in others and to handle one's relationship. Saarni (1999) identified emotional competence as the ability to understand, manage and express the social and emotional aspects of one's life in ways that enable the successful management of life. It includes self-awareness, emotional regulation, working co-operatively and caring about oneself and others.

E.Q. can be instrumental in achieving success in many areas of professional life and can help in increasing productivity, speeding up adaptation to change, developing leadership skills and stimulating creativity. People with high E.Q. are happier, healthier and more successful in social relationship in their profession. They are aware of their own feelings, show empathy and compassion for others and have high self-esteem.

E.Q. is largely learned and continues to develop throughout life and is conditioned by life's experiences. Unlike I.Q., emotional intelligence can be improved throughout life. In the normal course of a life time, emotional intelligence tends to increase as you learn to be more aware of your moods, to effectively handle distressing emotions and to listen and empathize. As you become more matured, you can acquire certain emotional competencies that lead to outstanding performance at work. It also focuses on personal qualities such as initiative, empathy, motivation and awareness. It can also create an enthusiastic work environment, reduce stress levels and resolve emotional issues, improve the well being of the persons and improve their relationship all-round.

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