Emotional Intelligence: Implications for Personal, Social, and Workplace

Saranya K
(Assistant Professor, Rathinam College of Arts and Science, Coimbatore, India)

Abstract: Emotions are involved in everything people do: every action, decision and judgment. Emotionally intelligent people recognize this and use their thinking to manage their emotions rather than being managed by them. In the course of last two decades, Emotional Intelligence (EI) concept has become a very important indicator of a person’s knowledge, skills and abilities in workplace, school and personal life. The overall result of researches suggests that EI plays a significant role in the job performance, motivation, decision making, successful management and leadership. Thus applying EI methodology in higher education can have lots of benefits for students. It not only fulfills their desire but also makes them more efficient in their field.

Everyone experiences and relates their feelings and emotions in day to day life. Emotions have valuable information about relationships, behavior and every aspect of the human life around us. The most recent research shows that emotions are constructive and do contribute to enhance performance and better decision making both at job and in private life.

I. INTRODUCTION

Meanings Of Emotional Intelligence (EI)

Emotional Intelligence (EI) is the ability to acquire and apply knowledge from your emotions and the emotions of others. You can use the information about what you’re feeling to help you make effective decisions about what to say or do (or not say or do) next. Emotional Intelligence is NOT about being soft! It is a different way of being smart – having the skill to use your emotions to help you make choices in-the-moment and have more effective control over yourself and your impact on others.

Emotional intelligence (EI) refers to the ability to perceive, control, and evaluate emotions. That emotional intelligence can be learned and strengthened, while other claims it is an inborn characteristic.

Emotional intelligence is the capacity of an individual to define his own emotions and to become sensitive to those that he perceives from the environment and the circle of people he is interacting with. It may also be that emotional intelligence is the use of knowledge of these emotions to control situations and create plans and decisions based on the perceived emotions. Other resources would further add that emotional intelligence is part of our personality that dictates us to become more aware of what triggered a specific reaction, both done by the self and people surrounding the "self". It is also known to be the use of emotions to reason out.

There are too many definitions on what emotional intelligence truly is. So far, we have gathered two constants, emotion and understanding the context and concepts of emotions.

Measuring Emotional Intelligence

"In regard to measuring emotional intelligence – I am a great believer that criterion-report (that is, ability testing) is the only adequate method to employ. Intelligence is an ability, and is directly measured only by having people answer questions and evaluating the correctness of those answers."

- Reuven Bar-On’s EQ-i
  A self-report test designed to measure competencies including awareness, stress tolerance, problem solving, and happiness. According to Bar-On, “Emotional intelligence is an array of no cognitive capabilities, competencies, and skills that influence one’s ability to succeed in coping with environmental demands and pressures.”

- Multifactor Emotional Intelligence Scale (MEIS)
  An ability-based test in which test-takers perform tasks designed to assess their ability to perceive, identify, understand, and utilize emotions.

- Seligman Attribution Style Questionnaire (SASQ)
  Originally designed as a screening test for the life insurance company Metropolitan Life, the SASQ measures optimism and pessimism.

- Emotional Competence Inventory (ECI)
  Based on an older instrument known as the Self-Assessment Questionnaire, the ECI involves having people who know the individual offer ratings of that person’s abilities on a number of different emotional competencies.
A Brief History of Emotional Intelligence

- 1930s – Edward Thorndike describes the concept of "social intelligence" as the ability to get along with other people.
- 1940s – David Wechsler suggests that affective components of intelligence may be essential to success in life.
- 1950s – Humanistic psychologists such as Abraham Maslow describe how people can build emotional strength.
- 1975 - Howard Gardner publishes *The Shattered Mind*, which introduces the concept of multiple intelligences.
- 1985 - Wayne Payne introduces the term emotional intelligence in his doctoral dissertation entitled “A study of emotion: developing emotional intelligence; self-integration; relating to fear, pain and desire (theory, structure of reality, problem-solving, contraction/expansion, tuning in/coming out/letting go).”
- 1987 – In an article published in *Mensa Magazine*, Keith Beasley uses the term “emotional quotient.” It has been suggested that this is the first published use of the term, although Reuven Bar-On claims to have used the term in an unpublished version of his graduate thesis.
- 1995 - The concept of emotional intelligence is popularized after publication of psychologist and New York Times science writer Daniel Goleman’s book *Emotional Intelligence*.

The Future of Emotional Intelligence

“I think in the coming decade we will see well-conducted research demonstrating that emotional skills and competencies predict positive outcomes at home with one’s family, in school, and at work. The real challenge is to show that emotional intelligence matters over-and-above psychological constructs that have been measured for decades like personality and IQ. I believe that emotional intelligence holds this promise.”

**Memory**

Human memories are one of the greatest think. It’s have a past,present and future thinking.it’s never forget the memories of our life.the memories are gives some experience.in now a days the human are loss there memories because of the main reason work tention, work load and family problems etc. some organization are undertaking the intelligence to improve the employees memories.

If you wish to improve your memory, you will also need to understand the nature of intelligence. Intelligence is currently broken down into two categories, and these are crystallized intelligence and fluid intelligence.

Crystallized intelligence deals with the brain processes which are related to knowledge, while fluid intelligence is related to basic logic and problem solving processes. While many IQ tests will be balanced when it comes to balancing these two aspects of intelligence, many of them will place an emphasis on crystallized intelligence.

**Improve brain health and performance**

- Brain training produces real world benefits
- Enhance memory, attention and creativity
Easy, web-based brain training program

Problem Solving
The employees are the backbone of the organization. Therefore, the employees are a main role of the organization. The organization means it’s facing more problems. So the employees are capable to solve the problem. His/her solve the problems means they have a problem-solving capacity. First of all to identify the problem and find the solution.

Describe a problem you discovered in a previous job and what you did about it. Describe a problem that you solved where you are particularly proud of the solution you came up with. How did you go about solving it?

5-step emotionally intelligent problem-solving process in the Virtual Workshop series, Emotional Intelligence for Resilient Leaders and Professionals.

- **Step 1**: Ascertain the facts. What did you see or hear? Look beneath other people’s interpretations of the facts. What actually happened?
- **Step 2**: What do you and others think about the facts? What judgments are being made? Are there interpretations and stories attached to the facts? How valid are these?
- **Step 3**: What do you and others feel about this situation? What emotions are coming up? Are you frustrated, angry, happy, etc.
- **Step 4**: What really matters in this situation? Use the information from steps 1-3 to formulate what matters, what is important about this? What do you really want here?
- **Step 5**: Create strategies to get what you and others really want. Try for win/win strategies. These strategies should be based on what really matters in this situation. Going through steps 1-4 will make you more resourceful in creating good strategies. In short, emotional intelligence applied in this process, will make you more resourceful and successful.

Flexibility
Flexibility describes a situation where you had to be extremely flexible.

Models
Ability models of emotional intelligence refer to how well you understand and intelligently use emotions within a given context. Some ability models focus on a single ability, such as accurately reading others’ emotions through fleeting micro-expressions on their faces. These specific abilities include:
- Understanding how emotions work and the impact they have
- Emotional self-awareness
- Accurately reading how other people are feeling
- Using emotions to enhance thinking
- Managing your own emotional state

Attention
- Pay Attention to Other’s Feelings
- People with higher levels of emotional intelligence tend to be intuitively aware of their surroundings.

Speed
- There’s our third of five strategies for accelerating change efforts. Next week, we will publish the final two strategies scoured from fifteen years of Fast Cycle Time implementations. See previous posts for the model’s introduction and strategy 1-2
- Creating overwhelming momentum for change depends more on leadership experience and capabilities than raw numbers or balanced representation from every stakeholder. We look for leaders who meet four criteria.

Working with Emotional Intelligence in Today’s Society
Why should working with emotional intelligence be helpful to you? First of all, you need to understand that you are working with people. Behind a corporate name and logo, people control a business. People have emotions. In understanding these emotions, you gain an edge over the competition. By working with emotional intelligence you will be able to grasp just how much emotions can affect business.

Today's workers need to cope with lots of factors in order to succeed in life. An entrepreneur needs to make the right decisions in order to enjoy the benefits of a successful venture. An investor needs to consider different things before making a decision regarding his money. These are just a few of the situations in the world faced in a daily basis by different workers.

There used to be a time when workers had to face these decisions in a mechanical manner. They needed to think about the different factors and disregard their emotions. People used to let numbers and figures rule their working hours, thinking that the right decision is made by forgetting our humanity.
However, research has revealed that successful people did not get to the top by disregarding their emotions. In fact, emotions played a key part in their success. People have discovered a new factor in success and this factor is emotional intelligence. Emotional intelligence is a person's ability to perceive and assess emotions. Whether it is a person's own emotion or that of others, a person needs to be able to cope with feelings.

Emotion is an unavoidable part of life. People must learn the fact that it is not inherently detrimental to making rational decisions. Studies have shown that a person can use his or her emotions to get ahead in life. Many businessmen who treat emotions as something to be eliminated from their day-to-day activities find that it is quite impossible to do so.

**II. REVIEW OF LITERATURE**

**Introduction to Emotional Intelligent:**
In India no such literature is available on the topic. But many foreign writers have presented their valuable views on this topic. In the existing magazines and in some journals there are some articles available for the value addition. This existing literature is helpful for the project. It is helpful for up gradation of knowledge up to a valuable extent.

**The Emotional Intelligence Test**
The following Emotional Intelligence Test rates your ability to regulate your emotions in a healthy and balanced manner. After completion of the test, you will be provided with your greatest emotional strength and weakness, with an option to purchase a detailed evaluation of your aptitude in each emotional category. Awareness of your emotional abilities allows you to improve your emotional intelligence and live a happier, more balanced lifestyle.

**Intelligence Test**
- Sadness
- Stuck feelings
- Fear
- Emotion health=mental health
- Love and affection

**Organizational Emotion Test**
Managers often default to finding fault with team members rather than leading with Emotional Intelligence (EI). To make matters worse, leaders focus on budgeting for process improvements rather than budgeting for executive leadership development. Research shows that leaders influence the team climate 50-70% and that climate can influence revenue 20-30%. Management that under-performs results in the team and the organization under-performing leading to a lack of profit optimization. Goleta, CA (PRWEB) November 19, 2010

It is common for managers to default to finding fault with team members rather than leading with Emotional Intelligence (EI). To make matters worse, leaders often focus on budgeting for process improvements rather than executive leadership development.

Dr. Relly Nadler, psychologist, executive coach, Emotional Intelligence expert, and founder of TrueNorthLeadership.com, examines the importance of leadership and why the under-performance of managers actually harms their teams and organizations. His newest book, Leading with Emotional Intelligence, published by McGraw Hill, addresses these issues providing 108 solutions for 2011.

“Leaders take mental short cuts and zero in on “who is the problem” versus “what is the problem. This shortsighted problem solving can have unintended and devastating results for employee morale, productivity and retention. Unfortunately, it is more of the norm in organizations,” says Dr. Nadler. If the leader under-performs, so does the team and the organization.

There are four main reasons for this “manager default” and manager under-performance:
- Leaders don’t have the time to develop leadership in others.
- Leaders don’t have the requisite skills or training to lead a team.
- Once in a leadership position, a new leader underestimates just how much Influence they really have over their direct reports.
- Leaders don’t employ the necessary strategies frequently enough to be successful.

It is easier to put out the fire of the day than to take the time to develop their bench strength or the team.

Emotional Intelligence (EQ), not IQ, is the leading factor for moving a person into the top 10% of performance thus positively and significantly impacting profit and the bottom line. Research shows that leaders influence the team climate 50-70% and that climate can influence revenue 20-30%.

Ken Blanchard companies did a study of 1400 managers and found the top things they failed to do were:
- Failing to provide appropriate feedback (praise, redirection) - 82% of respondents
- Failing to listen to or involve others in the process - 81% of respondents
Failing to use a leadership style appropriate to the person, task, and situation (over-supervising or under supervising) - 76% of respondents

Failing to set clear goals and objectives - 76% of respondents

Failing to train and develop their people - 59% of respondents

“These are basic skills the managers and leaders need to do daily and usually don’t have a system or process to master them,” Dr. Nadler states. “Often the least developed process in an organization is management development training; be it how make good decisions, developing their bench strength, giving feedback, leading teams, delegating or coaching others.”

Objective of The Study

To Study the different types of employees emotions in inside the organization.

To analyze the causes of employees emotions.

To identify the emotion character of the employees

How to control the emotion situation

To give concrete suggestion based on findings.

III. RESEARCH METHODOLOGY

Research Design

A research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure. The research design is the conceptual structure within which research is conducted. It constitutes the blueprint for the collection, measurement and analysis of data.

Descriptive Research

Descriptive research studies are those studies which are concerned with describing the characteristics of a particular individual, or of a group.

Sampling Design/Techniques

Sampling is the process of selecting a sufficient number of elements from the population, so that a study of the sample and an understanding of its properties or characteristics would make it possible for us to generalize such properties or characteristics to the population elements.

Sampling design is to clearly define set of objects, technically called the universe to be studied. The sampling design used in this study is probability sampling. Sampling technique used is Stratified Random sampling.

IV. FINDINGS

Majority of employees are feeling bad; they don't know who is upsetting there.

Every employee is having some problems so many things wrong with their feeling.

Employees are resolving to achieve something; they run into obstacles that keep them from reaching your goals.

The employees cannot stop thinking about your problems.

The employees say unhappy for reasons that you can't understand.

Employees are says almost never when you make mistake you often speak angrily to someone yourself and your abilities.

Suggestions

For better understanding about the employee, and employees emotions.

To find about the awareness of employees emotion, tests can be conducted periodically.

While explaining a concept it is essential to all type of employees that is skilled, semi skills and unskilled employees.

IT’s finding to provide the entertainment class for the free time to control the emotions.

For better understanding about employees emotions and some meetings can be conducted continuously.

The companies must provide the entertainment facilities in the organization.

The companies must conduct some yoga’s and meditation program in the work sport to relief the emotion situation and relief some kind of problems.

V. CONCLUSION

Today, with competition in industry at an all time high, maintenance may be the only thing that stands between success and total failure for some companies. It has been proven to be a program that works emotion characters identification. It can be adapted to work not only in industrial plants, but also in construction, building maintenance, transportation and in variety of other situations. Employees must be educated and convinced that is to controlling power of employees emotion not just another “program of the month” and that management is totally committed to the program and the extended time frame necessary for full implementation
of employees mind relaxation. If everyone involved in yoga’s or meditations etc., program does his or her pert, an unusually high rate of return compared to resources invested may be expected.

VI. REFERENCES