

# EMOTIONAL INTELLIGENCE

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## GOKARAJU RANGARAJU

Institute of Engineering and Technology

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## What is Emotional Intelligence (EQ)?

For most people, emotional intelligence (EQ) is more important than one's intelligence (IQ) in attaining success in their lives and careers. As individuals our success and the success of the profession today depend on our ability to read other people's signals and react appropriately to them.

Therefore, each one of us must develop the mature emotional intelligence skills required to better understand, empathize and negotiate with other people — particularly as the economy has become more global. Otherwise, success will elude us in our lives and careers.

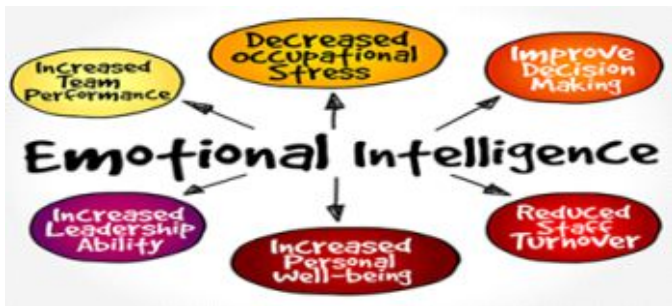


Your EQ is the level of your ability to understand other people, what motivates them and how to work cooperatively with them," says Howard Gardner, the influential Harvard theorist. Five major categories of emotional intelligence skills are recognized by researchers in this area.

## Understanding the Five Categories of Emotional Intelligence (EQ)

**1. Self-awareness.** The ability to recognize an emotion as it "happens" is the key to your EQ. Developing self-awareness requires tuning in to your true feelings. If you evaluate your emotions, you can manage them. The major elements of self-awareness are:

- Emotional awareness. Your ability to recognize your own emotions and their effects.
- Self-confidence. Sureness about your self-worth and capabilities.



**2. Self-regulation.** You often have little control over when you experience emotions. You can, however, have some say in how long an emotion will last by using a number of techniques to alleviate negative emotions such as anger, anxiety or depression. A few of these techniques include recasting a situation in a more positive light, taking a long walk and meditation or prayer.

Self-regulation involves

- Self-control. Managing disruptive impulses.
- Trustworthiness. Maintaining standards of honesty and integrity.
- Conscientiousness. Taking responsibility for your own performance.
- Adaptability. Handling change with flexibility.
- Innovation. Being open to new ideas.



**Importance of  
Emotional  
Intelligence**

**3. Motivation.** To motivate yourself for any achievement requires clear goals and a positive attitude. Although you may have a predisposition to either a positive or a negative attitude, you can with effort and practice learn to think more positively. If you catch negative thoughts as they occur, you can reframe them in more positive terms — which will help you achieve your goals.

Motivation is made up of:

- Achievement drive. Your constant striving to improve or to meet a standard of excellence.
- Commitment. Aligning with the goals of the group or organization.
- Initiative. Ready yourself to act on opportunities.
- Optimism. Pursuing goals persistently despite obstacles and setbacks.



**4. Empathy.** The ability to recognize how people feel is important to success in your life and career. The more skillful you are at discerning the feelings behind others' signals the better you can control the signals you send them. An empathetic person excels at:

- Service orientation. Anticipating, recognizing and meeting clients' needs.
- Developing others. Sensing what others need to progress and bolstering their abilities.
- Leveraging diversity. Cultivating opportunities through diverse people.
- Political awareness. Reading a group's emotional currents and power relationships.
- Understanding others. Discerning the feelings behind the needs and wants of others.



**5. Social skills.** The development of good interpersonal skills is tantamount to success in your life and career. In today's always-connected world, everyone has immediate access to technical knowledge. Thus, "people skills" are even more important now because you must possess a high EQ to better understand, empathize and negotiate with others in a global economy. Among the most useful skills are:

- Influence. Wielding effective persuasion tactics.
- Communication. Sending clear messages.
- Leadership. Inspiring and guiding groups and people.
- Change catalyst. Initiating or managing change.
- Conflict management. Understanding, negotiating and resolving disagreements.
- Building bonds. Nurturing instrumental relationships.
- Collaboration and cooperation. Working with others toward shared goals.
- Team capabilities. Creating group synergy in pursuing collective goals.

**Leaders** with high **emotional intelligence** create more connected and motivated teams. The skills people with **emotional intelligence** possess make them effective managers. Some include the ability to inspire others, personal integrity, communication skills and comfort with building relationships, among others.



The theory behind emotional intelligence has led to a framework where five domains describe basic personal and social competencies.

- **Self-awareness** relates to recognizing one's emotions and feelings. Key questions surround whether people understand how they feel and what their strengths and limits are.
- **Self-regulation** relates to controlling certain traits. Key questions surround whether people are trustworthy, in control of their impulses, flexible, innovative and responsible.
- **Self-motivation** relates to internal drive. Key questions surround whether people can meet a standard of excellence, align to specific goals, act on opportunities and remain optimistic despite setbacks.
- **Social awareness** relates to empathy. Key questions surround whether people can sense, anticipate or understand their concerns, needs and abilities.
- **Social skills** relate to areas where relationships can excel. Key questions surround whether people can build bonds, collaborate, team build, lead, communicate and influence others.

Those skills are important in nearly every area of workplace performance. For instance, a survey from

TalentSmart tested emotional intelligence alongside 33 other workplace skills, and found that emotional intelligence was the best predictor of performance. It explained 58% of success in all types of jobs. Additionally, 90% of top performers were high in emotional intelligence, while only 20% of bottom performers were high in emotional intelligence.

Applying emotional intelligence to leadership is quite natural. As managers and other business leaders are responsible for overseeing employees, developing their skills and maximizing their performance, emotions play a crucial role. Emotional intelligence covers several critical skills that businesses and teams need to function, such as communication, conflict resolution, pursuing excellence and more.

## **The Importance of Emotional Intelligence in Leadership**

Surprisingly, emotional intelligence is a relatively new theory. It was first popularized when author and journalist Daniel Goleman published a book in 1995 called *Emotional Intelligence: Why It Can Matter More Than IQ*. That book and his subsequent research determined that emotional intelligence accounted for 67% of the abilities necessary for superior leadership performance.

The expert in emotional intelligence has made it clear how foundational the topic is to business. "If your emotional abilities aren't in hand, if you don't have self-awareness, if you are not able to manage your distressing emotions, if you can't have empathy and have effective relationships, then no matter how smart you are, you are not going to get very far," Goleman said. The science behind emotional intelligence in business has confirmed how important the topic is. In fact, Goleman wrote on this personal website that the biggest surprise to him surrounding emotional intelligence is its impact in the business world. He quoted a popular statement from *The Harvard Business Review*, which referred to emotional intelligence as a "ground-breaking, paradigm-shattering idea that is one of the most influential business ideas of the decade."

Emotional intelligence can determine business success. Likewise, its absence can lead to basic, preventable failures. Fortunately, emotional intelligence can be improved, and in doing so, it can help you become a better leader. Pursue both goals with an online master's in organizational leadership that teaches you how to build a collaborative performance culture in the workplace, communicate strategic visions, analyze complex environments, and make difficult decisions as a leader.



## **WHAT IS EMOTIONAL INTELLIGENCE IN CHILDREN?**

Emotional intelligence is your child's ability to identify, evaluate, control, and express his or her emotions. A high level of emotional intelligence helps your child use feelings to identify and solve challenges, communicate with others, and make decisions.

Emotional intelligence involves:

- Emotional literacy  
Recognizing your own feelings and the feelings of others.
- Managing emotions  
Being able to control your emotions effectively.
- Developing empathy  
Understanding and sharing the feelings of others.
- Intrinsic motivation  
Pushing yourself to meet the goals you have set.

## **WHY IS EMOTIONAL INTELLIGENCE IMPORTANT FOR STUDENTS?**

Students with higher levels of emotional intelligence are able to better manage themselves and relate to others

around them. This can help them develop improved self-motivation and more effective communication skills—essential skills to helping students become more confident learners.

On the other hand, students who lack emotional intelligence can become less connected to school, negatively affecting performance in the classroom. Improving emotional intelligence in children can help them:

- Improve self-awareness
- Manage stress
- Boost self-motivation
- Build empathy
- Make good decisions
- Communicate effectively
- Develop relationships
- **Importance of Emotional Intelligence to students**
- **Students** with higher levels of **emotional intelligence** are able to better manage themselves and relate to others around them. This can help them develop improved self-motivation and more effective communication skills—essential skills to helping **students** become more confident **learners**.

# HOW TO BUILD EMOTIONAL INTELLIGENCE IN YOUR CHILD

## 1. STOP AND IDENTIFY EMOTIONS

Talk about what your child is feeling and help him or her name the emotion (anger, happiness, sadness, frustration).



## 2. LISTEN TO YOUR CHILD'S FEELINGS

Ask how a situation has made him or her feel and why. Talk about what your child can do to help improve any negative situations.

## 3. EMPATHIZE WITH YOUR CHILD

Let your child know you understand how he or she is feeling. Try saying, "It sounds like you're excited!" or "You seem frustrated right now". Talk about how the emotions your child is feeling affect him or her, as well as others



#### **4. TEACH PROBLEM SOLVING**

Help your child reflect on his or her emotions to identify what makes him or her feel a certain way. Find solutions to any challenges together.

#### **5. LEAD BY EXAMPLE**

Clearly communicate your own emotions to your child, why you feel a certain way, and how you deal with your emotions.

#### **EMOTIONAL INTELLIGENCE IN STUDENTS**

View our infographic to learn more about how emotional intelligence can help students and how to develop emotional intelligence in your child.





**Low EI**



Aggressive  
Demanding  
Egotistical  
Bossy  
Confrontational



**High EI**



Assertive  
Ambitious  
Strong-willed  
Decisive

Easily distracted  
Selfish  
Poor listener  
Impulsive



Warm  
Sociable  
Charming  
Persuasive

Resistant to change  
Passive  
Un-responsive  
Slow  
Stubborn



Patient  
Stable  
Predictable  
Consistent  
Good listener

Critical  
Picky  
Hard to please  
Perfectionist



Detailed  
Careful  
Systematic  
Neat



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