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## Intricate Aspects of Emotional Intelligence

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### Abstract

This paper attempts the concept of emotional intelligence, its importance in varied contexts. Emotional intelligence, play a vital in the survival and fitness. It also plays a major role to reach at the top of the ladder of success in teaching and other professions. Teacher and students need to be sensitized towards the concept of emotional intelligence through various learning programmers and packages. It is high time that the policy makers. Administrators and teacher got oriented towards the importance of emotional intelligence.

**Keywords:** Emotional intelligence, intelligence, emotions

### Introduction

A relatively new concept "Emotional intelligence is a phrase that incorporates the intricate aspects of both emotion and intelligence. Emotions rule the heart while intelligence reigns supreme in the brain. The twin-qualities are inseparable and they exercise tremendous influence-in the lives of individuals. Historically speaking the phrase 'emotional intelligence' was first coined by Mayer and Salovey (1990) In their persistent efforts at going into the nature of emotional intelligence, they have tried to define emotional intelligence as "the ability to perceive accurately, appraise and express emotions, generate feelings that facilitated thoughts and ability to regulate emotions to promote growth". This definition points towards the ability of an individual, whereas Goldman's model is a mixed model. A more comprehensive definition was given by Baron (1997) where he defines emotional intelligence as "an array of non-cognitive capabilities, competencies and skills that influence one's ability to succeed in coping with environmental demands and pressure".

Goleman (1995) made a proactive claim that if IQ contributed up to 20 percent to life's success the remaining was fulfilled through one's emotional intelligence and as a result predicted "Emotional intelligence would contribute to the success at home, at school and at work".

Emotional intelligence can make a unique contribution to "a better understanding of people and also use their potential to succeed in various aspects of life". The education that we impart today focuses much on the cognitive (head) aspects and we seldom give importance to the affective (heart) aspect. It has been accepted by all that education should help the individual to solve the challenges of life and make successful adjustment in life. The purpose of education should not be simply provide food for the brain but it should replenish the

heart as well. Swami Vivekananda had rightly pointed out, "It's heart which takes one to the highest plane which intellect can never reach"

### Characteristics of Emotional Intelligence

- i). It is non-cognitive and non-physical ability of the organism
- ii). It is an internal psychological process, which motivates the organism to perform its activities properly.
- iii). It is nurturable
- iv). It energizes the organism to accomplish the required task.
- v). Level of emotional intelligence is neither genetically fixed nor does it develop only in early childhood.

### Components of Emotional Intelligence

Goleman (1995) suggests that emotional intelligence consists of five major parts:

- i). Knowing our own emotions,
- ii). Managing our emotions,
- iii). Motivating ourselves,
- iv). Recognizing the emotions of others,
- v). Handling relationships

Each of these elements, he contends, plays an important role in shaping the outcomes we experience in life.

### 1. Knowing Our Own Emotions

Emotions are often powerful reactions, so it would seem at first glance that everyone ought to be able to recognize their own feelings. In fact, however, this is not always the case some persons are highly aware of their own emotions and their thoughts about them, but others seem to be almost totally oblivious to these. Extent individuals are not aware of their

own feeling, they cannot make intelligent choices. How can tell whom to date or marry, what job to take, which house or car to buy, or even what to order in a restaurant? Second, because such persons aren't aware of their own emotions, they are often low in expressiveness-they don't show their feelings clearly through facial expressions, body language, or other cues most of use to recognize others' feelings (Malandro, Barker & Braker, 1994). This can have adverse effects on their interpersonal relationships, because other people find it hard to know how they are feeling or reacting. For these reasons, this first component of emotional intelligence seems to be quite important.

## 2. Managing Our Own Emotions

Have you ever lost your temper or cried when you didn't want to show such reactions? Have you ever done something to cheer yourself up when felt anxious or depressed? If so, you are already aware of the fact that we often try to manage our emotions-to regulate their nature mental health, and expression (e.g., Zillmann, 1996). Doing so is very important both for our own mental health and from the point of view of interacting effectively with other. For instance consider persons who simply cannot control their temper; are they bound for success and a happy life? No. They will probably be avoided by many people and will not get the jobs, promotions, or lovers they want.

## 3. Motivating Ourselves

Thomas Edison, the famous inventor, once remarked: "Success is two percent inspiration and ninety-eight percent perspiration." Do you agree? While inspiration or creativity is certainly important. I'm inclined to believe that Edison was right. By "perspiration," however. I mean more than simply hard work: I also include aspects of emotional intelligence, such as being able to motivate oneself to work long and hard on a task, remaining enthusiastic and optimistic about the final outcome, and being able to delay gratification-to put off receiving small rewards now in order to get larger ones later on (e.g., Shoda, Mischel, & Peake, 1990). Being high in such skills can indeed contribute to success in many different contexts.

## 4. Recognizing and Influencing others' Emotions

Another aspect of emotional intelligence, as described by Goldman, is the ability to "read" others accurately-to recognize the mood they are in and what emotion they are experiencing. This skill is valuable in many practical settings. For instance, if you can accurately gauge another person's current mood, you can tell whether it's the right time to ask her or him for a favor. Similarly, persons who are skilled at generating strong emotions in other are often highly successful in such fields as sales and politics: They can get other people to feel what they want them to feel.

## 5. Handling Relationship

Some people seem to have a knack for getting along with others: most people who meet these people like them, and as a result they have many friends and often enjoy high levels of success in their careers. In contrast, others seem to make a mess of virtually all personal relationship. According to Goldman (1995), such difference is another reflection of differences in emotional intelligence or, as some researchers would phrase it, differences in interpersonal intelligence (Hatch, 1990).

## Evidence on Its Existence and Effects

Goldman offers concerning the existence and, impact of emotional intelligence is anecdotal or indirect in nature. Psychologists, of course, strongly prefer more concrete kinds of evidence. Accordingly, researchers have put the concept of emotional intelligence to the test, trying to determine whether the distinct skills described by Goldman cluster together as a single (if multifaceted) factor, and whether this factor influences important life outcomes. With respect to the first of these, evidence is mixed. While some researchers (Mayer, Caruso, & Salovey, 1998; Salovey & Mayer, 1994) have reported findings consistent with Goldman's suggestions and with their own, similar definitions of emotional intelligence, other have obtained less encouraging results. For example, in a recent and carefully conducted study, Davies, Stankov, and Roberts 1998. Focused on two important;

- i). Are the methods currently used to measure emotional intelligence adequate-that is, they reliable and valid: and
- ii). is emotional intelligence really different from other seemingly related concepts-for instance, social intelligence and several aspects of personality (e.g., empathy)?

To answer these basic questions, they conducted several studies in which hundreds of participants varying in age, education, gender, and nationality completed measure designed to assess each aspect of emotional intelligence and several other variables as well. Results indicated that only one of the components emphasized by Goldman and other advocates of emotional intelligence emerged as clear and independent: emotion perception-the ability to accurately read others' emotions does this mean that the theory of emotional intelligence is useless and that discussing it has been a waste of time-yours as well as mine? I don't believe so. Another interpretation of existing evidence concerning emotional intelligence is this: At present, we don't have adequate methods for measuring all aspects of emotional intelligence. Further, these components may, in fact be somewhat independent of each other. Thus, we may not be able to assign individuals a single overall EQ score comparable to the single IQ score yielded by many intelligence tests. In a sense though, this is not surprising. After all: the more psychologists study intelligence, the more they recognize that it probably consists of a number of distinct components'-verbal, spatial, speed of-processing, and perhaps many other. So the fact we also possess distinct and perhaps largely independent ability relating to the emotional side of life simply-mirrors this pattern. One point is dear, however: At present, we do-not possess fully adequate tests for measuring emotional intelligence. Until we do, we will-not be able to fully determine its role in important.

Aspects of our lives.

And yet, having said that, should add that other research offers support for the view that some of the components included-in emotional intelligence-especiall emotion perception can indeed have measurable effects. For instance, in recent studies, Gideon, Makman and I (e.g., Baron, 2000; Baron & Markman, 2000) have focused on the following question: Why is it that some entrepreneurs are so successful in starting new businesses, while other fail? This is an important question, because in recent year it is the companies stated by entrepreneurs that have created most new jobs around the world the (e.g., Shane & Venkataraman, in press). We've used several different methods to study this issue, and that we've found, repeatedly, is this: Entrepreneurs who are

adept at “reading” others accurately and who adapt easily to new social situations (what we describe as “social adaptability”) are significantly more successful, financially, than entrepreneurs who score lower in these skills. To the extent that these two traits are related to emotional intelligence, our findings can be viewed as offering indirect support for the view that EQ influences that outcomes people experience in practical contexts. But stay tuned: The idea of emotional intelligence is an appealing one with important implications, so it is certain to be the topic of research by psychologists in the years ahead.

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