

## A STUDY ON EMOTIONAL INTELLIGENCE AND ITS CONNOTATIONS FOR PERSONAL, SOCIAL AND WORK PLACE SUCCESS

S.Swathi<sup>1</sup>, K.Boopathi<sup>2</sup>

<sup>1</sup>First Year MBA Student, Department of Management Studies, Gnanamani College of Technology, Namakkal

<sup>2</sup>First Year MBA Student, Department of Management Studies, Gnanamani College of Technology, Namakkal

Email: <sup>1</sup>muralihari899@gmail.com, <sup>2</sup>boopathikrish4@gmail.com

**Abstract**—In recent years, emotional intelligence (EI) has been a popular topic of debate in the field of management. It has been praised as a successful predictor of job performance and leadership ability. In this study, the relationship between emotional intelligence, as measured by the Trait Emotional Intelligence Questionnaire Short Form (TEIQue SF), essential ingredients of emotional intelligence. Emotional intelligence benefits at workplace and emotional competence and its frame work are discussed in this study.

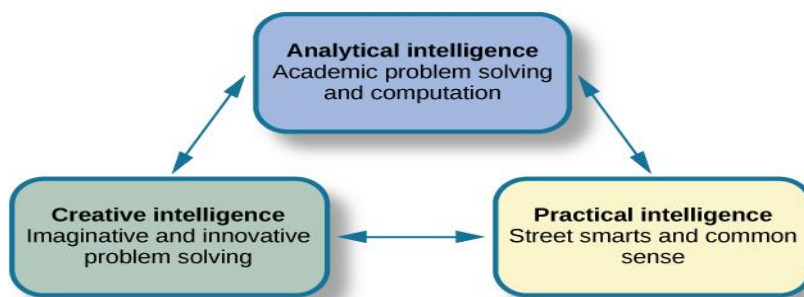
**Keywords**—Emotional Competence, Emotional Intelligence, Empathy, Motivation, Self-Awareness.

### INTRODUCTION

“Emotional intelligence is an array of emotion, personal, and social abilities which influence one’s over all ability to cope effectively with environment demand and pressures”.

- Bar-on and Parker

Before we discuss emotional intelligence, let us first define the two terms “Emotion” and Intelligence” separately. “Emotion” means strong mental and instinctive feelings such as love, happy, sad and fear. “Intelligence” means the quickness of a person’s thinking, reasoning, and understanding faculty. Psychological have been uncovering other types of intelligences for some time now, and grouping them mainly into three clusters.



### TYPES OF INTELLIGENCE:

- **Linguistic intelligence:** Persons who manifest this type of intelligence are good at writing, reading, telling stories or solving cross word puzzles.
- **Logical intelligence:** People high on logical intelligence are interested in patterns, categories and relationships. They are attracted to arithmetical problems, strategy games and experiments.
- **Bodily-kinaesthetic intelligence:** This type of intelligence processes knowledge through bodily sensations and such persons are often athletes, dancers, or good at craft such as sewing and woodwork.

## **EMOTIONAL INTELLIGENCE**

Emotional intelligence (EQ) is the ability to identify, use, understand, and manage our own emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges and defuse conflict. This ability also allows us to recognize and understand what others are experiencing emotionally. This recognition and understanding is, for the most part, a nonverbal process that informs thinking and influences how well you connect with others.

Emotional intelligence differs from how we think of intellectual ability, in that emotional intelligence is a learned—not acquired. This learning can take place at any time in life so the social and emotional skill set, known as emotional intelligence, is something we can all have.

It is important to remember that there is a difference, however, between learning about emotional intelligence and applying that knowledge to our life. Just because we know we should do something doesn't mean we will—especially when we become overwhelmed by stress, which can override our best intentions. In order to permanently change behaviour in ways that stand up under pressure, you need to learn how to overcome stress in the moment and in your relationships in order to remain emotionally aware.

### **EFFECT OF EMOTIONAL INTELLIGENCE:**

**Performance at school or work:** Emotional intelligence can help to navigate the social complexities of the workplace, lead and motivate others, and excel in your career. In fact, when it comes to gauging important job candidates, many companies now view emotional intelligence as being as important as technical ability and use EQ testing before hiring.

**Physical health:** person who don't having ability to manage emotion, properly that person not able to manage the stress also. This can lead to serious health problems. Uncontrolled stress can raise blood pressure, suppress the immune system, increase the risk of heart attack and stroke, contribute to infertility, and speed up the aging process. The first step to improving emotional intelligence is to learn how to relieve stress.

**Mental health:** Uncontrolled emotions and stress can also impact our mental health, making you vulnerable to anxiety and depression. If we are unable to understand, be comfortable with, and manage our emotions, we'll be at risk of being unable to form strong relationships which can leave we feeling lonely and isolated.

**Relationships:** By understanding your emotions and how to control them, we're better able to express how you feel and understand how others are feeling. This allows us to communicate more effectively and forge stronger relationships, both at work and in your personal life.

### **BUILDING EMOTIONAL INTELLIGENCE:**

The key skills for building EI and improving your ability to manage emotions and connect with others are:



- **Self-awareness-** ability to experience core feelings like anger, sadness, fear, and joy most likely depends on the quality and consistency of your early life emotional experiences.
- **Self-management-**ability to make choices that allows to control impulsive feelings and behaviours, managing emotions in healthy ways, take initiative, follow through on commitments, and adapt to situational changes.

- **Social awareness**- These cues speak to the emotions others are experiencing and give you a more precise idea of their experience what is truly important to them. When groups of people send out similar nonverbal cues, that are able to read and understand shared joint experiences.
- **Relationship management** -Once emotional awareness is in play, one can effectively develop additional social/emotional skills that will make your relationships more effective, fruitful and fulfilling.

### TRAITS EMOTIONAL INTELLIGENCE QUESTIONARIE (TEIQue)

The TEIQue was developed by K. V. Petrides and is a scientific instrument used to Measure trait emotional intelligence (Petrides, 2001). The TEIQue is composed of fifteen facts that were derived from a comprehensive content analysis of prominent EI literature:

- Adaptability
- Assertiveness
- Emotion appraisal (self and others)
- Emotion expression
- Emotion management (others)
- Emotion regulation
- Impulsiveness (low)
- Relationship skills
- Self-esteem
- Self-motivation
- Social competence
- Stress management
- Trait empathy
- Trait happiness
- Trait optimism (Petrides & Furnham, 2001).

In Conte (2005) reviewed and critiqued various EI measures. While, he did not specifically examine the TEIQue measure, he did find that most of the EI measures have sufficient internal reliability.

However, some ability-based EI subscales have marginally acceptable internal consistency and test–retest reliability. The instrument we chose to measure trait emotional intelligence in this study was the Trait Emotional Intelligence Questionnaire—Short Form (TEIQue-SF) (Petrides & Furnham, 2006). The thirty question TEIQue-SF is based on the long form of the TEIQue and is designed to measure global trait intelligence (Petrides, 2001). Two questions from each of the fifteen subscales of the TEIQue were included in the short form, which were chosen based on their “correlations with the corresponding total subscale scores” (Petrides & Farnham, 2006). These fifteen subscales were used to provide scores on four broader factors: well-being, self-control, emotionality, and sociability (Petrides, 2001).

Scoring Approach 			
Sten Score	RAG Rating	Skill Level	Development
8-10	Green	5 Very high	Capitalize
7	Amber Green	4 High	Round off
5-6	Amber	3 Average	Work on
4	Amber Red	2 Low	Develop
1-3	Red	1 Very low	Improve

A high well-being score indicates an overall sense of well-being. In general, individuals with a high score on this factor are fulfilled and satisfied with life. On the other hand, low scores represent individuals that have poor self-esteem and are not satisfied with life at the present time.

*A Study on Emotional Intelligence and Its Connotations for Personal, Social and Work Place Success*

The self-control factor refers to one's degree of control over their urges and desires. Individuals with a high self-control score have the ability to manage and regulate external pressures. However, individuals with a low score tend to display impulsive behaviours and are unable to properly manage stress.

Individuals with a high emotionality score possess a wide array of emotion-related skills:

Recognizing internal emotions, perceiving emotions, and expressing emotions. In turn, these skills are often used to form and nurture close relationships with family and friends. On the contrary, individuals with a low emotionality score have difficulty recognizing their own emotions and conveying their feelings to others. In turn, these individuals generally experience less gratifying personal relationship with others.

The sociability factor focuses on one's social relationships and social influence. This factor differs from the emotionality factor in that it evaluates one's influence in a variety of social contexts, rather than just in personal relationships with family and friends. Individuals with a high sociability score are good listeners and effective communicators. Individuals with a low score are not as effective at social interaction. They appear unsure of themselves in social interactions and are unable to affect others' emotions (Petrides, 2001).

**ESSENTIALS OF EMOTIONAL INTELLIGENCE:** General literacy help to aware of what is happening in external environment. Emotional intelligence plays vital part for the human being. It helps to manage the personal life as well as work place.

**Emotional literacy:**

Emotional literacy helps the people to get more awareness to understand other's emotions.

By managing emotions in others, problems solving becomes easier and better. Emotional literacy also helps build self-confidence through emotional honesty, energy, emotional feedback, intuition, responsibility and connection.

**Emotional Fitness:** Physical fitness plays a significant role in doing physical/mental activities with confidence and resilience (flexible), In case of feelings, it plays by emotional intelligence. Emotional fitness strengthens one's resilience (flexible) and believability for listening, managing conflict, and for decision making.

**Emotional Domain:** Emotional domain means realm of control by emotions. It explores the ways to align one's life and work with his/her unique potential and purpose.

**Emotional alchemy:** With the help of emotional alchemy, one extends one's creative instinct and capability to flow with problems and pressures. It also enables one to compete for the future by building one's capacity to sense more readily and assess the hidden solutions and untapped potential and possibilities.

**Relationship between emotional competence and emotion intelligence:**

Effectiveness of emotional intelligence in the hands of emotional competence. According to Daniel Goleman, an emotional competence can be defined as one's underlying capability that results in better and/or superior performance at work. Based on his research, has identifies five broad dimensions of emotional competence, also called by some people as 'dimensions of emotional intelligence'. There are:

**Self-awareness:** The ability to recognize one's emotions as well its effect on those around us.

**Self-regulation:** The ability to control one's impulsive judgement and reaction.

**Self-motivation:** The ability to pursue goals persistently as a higher calling and not for money or status alone.

**Empathy:** The ability to empathize with emotional state of others and respond accordingly. This is popularly expressed as "put your shoes in others shoe".

**Social Skills:** The ability to network and build rapport with others.

The above five-dimensional framework of emotional competency is subsumed into twenty-five competencies as shown in the following

**EMOTIONS AND MODES**

**Table 1: Emotional Competency Framework**

<i>Major Dimensions</i>	<i>Sub-dimensions</i>
Self-awareness	<ol style="list-style-type: none"> <li>1. Emotional self-awareness</li> <li>2. Accurate self-assessment</li> <li>3. Self-confidence</li> </ol>
Self-regulation	<ol style="list-style-type: none"> <li>1. Self-control</li> <li>2. Trustworthiness</li> <li>3. Conscientiousness</li> <li>4. Adaptability</li> <li>5. Innovativeness</li> </ol>
Self-motivation	<ol style="list-style-type: none"> <li>1. Achievement drive</li> <li>2. Commitment</li> <li>3. Initiative</li> <li>4. Optimism</li> </ol>
Empathy	<ol style="list-style-type: none"> <li>1. Service orientation</li> <li>2. Developing others</li> <li>3. Leveraging Diversity</li> <li>4. Social awareness</li> <li>5. Political awareness</li> </ol>
Social skills	<ol style="list-style-type: none"> <li>1. Influence</li> <li>2. Communication</li> <li>3. Leadership</li> <li>4. Change catalyst</li> <li>5. Conflict management</li> <li>6. Building bonds</li> <li>7. Collaboration and cooperation</li> <li>8. Team capacity</li> </ol>

\*SOURCE-Organisational Behaviour, S.S.khanka , S.chand Publishing ,third edition 10.10.2008

**Table 2: Competitive Advantage through Emotional Intelligence**

1.	Increased Performance
2.	Effective Leaders
3.	More teamwork
4.	Initiative and Infectious enthusiasm result in quality customer service
5.	Improved and enhanced innovation
6.	Effective use of time resources
7.	Restored trust
8.	Courage and resilience in times of adverse environment

\*SOURCE-Organisational Behaviour, S.S.Khanka , S.Chand Publishing ,third edition 10.10.2008

Emotional intelligence is found more useful effective in management which involves decision-making. This is so because (Emotional Quotient) EQ enables managers to have skills motivating oneself, managing relationships, and being able to get along well with subordinates and teammates. Research studies have also established that emotional intelligence plays a prominent role in group effectiveness of an individual. It is often opined that one may get a good job with high IQ, but one must also have a high EQ to go up the ladder. EQ helps a manager manage him/her and others in a meaningful manner so that the goals – both individual and organisational – are achieved.

## **CONCLUSION**

Emotional intelligence plays an important role for human being to manage the personal life and work place. This paper has made a better understanding about the various reasons for emotion and better control over the emotion. Handling emotions is an important requirement in today life. This will help to increase organizational and normal commitment. By the effective way of handling the emotion intelligence one can able to their best talents, self-motivate, perform better in the work place, efficiently make their balance between the work life and the personal life and improve their creativity and innovation both.

## **REFERENCES**

- [1] Ashkanasy, N. M., & Daus, C. S. (2002). Emotion in the workplace: The new challenge for managers. *Academy of Management Executive*, 16(1), 76-86.
- [2] Salovey, P, Mayer, J (1990), "Emotional intelligence", *Imagination, Cognition and Personality*, Vol. 9 pp.185-211.
- [3] David, S. A. (2005). Emotional intelligence: Developmental antecedents, psychological and social outcomes. Doctoral dissertation. University of Melbourne, Melbourne, Australia.
- [4] Rosete, D., & Ciarrochi, J. (2005). Emotional intelligence and its relationship to workplace performance outcomes of leadership effectiveness. *Leadership & Organization Development Journal*, 26(5), 388-399.
- [5] Ryan, G., Emmerling, R. J., & Spencer, L. M. (2009). Distinguishing high-performing European executives: The role of emotional, social and cognitive competencies. *Journal of Management Development*, 28(9), 859-875.
- [6] Gunderman, R.B. A new kind of intelligence. *J Am Coll Radiol*. 2006;3:366–368.

\*\*\*\*\*