

AN INVITATION TO EMOTIONAL INTELLIGENCE

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ABSTRACT

Emotional Intelligence is a new phenomenon in the field of psychology. It has emerged as one of the important branches of psychology. Whenever there is a talk about EI, there must be a mention of Intelligent Quotient (IQ), of course, without which the whole discussion would become incomplete. EI is quite different from IQ. IQ is something which is constituted in your mind and you cannot change or enhance it whereas EI can be enhanced by following certain strategies. In short IQ is constant, Emotional Intelligence is variable. IQ belongs to mind and its workings whereas emotional intelligence belongs to heart and most of the times, emotional Intelligence is a balancing keeper of both heart and mind. The researcher in this paper tries to explain the intricacies of emotional intelligence such as its important models and measurements; advantages and disadvantages and how high level Emotional Intelligence can bring positive changes in personal life, social life and at work place. This paper also discusses how to recognize, deal with emotions and how to use the negative emotions for the best advantage. These insights into Emotional Intelligence can help the reader understand their emotions. Even though the models are simplified, the researcher of this paper takes care for keeping the essence of the models intact.

KEYWORDS: Emotional Intelligence, IQ, Models and Measurements, Advantages and Disadvantages, Tips

INTRODUCTION

The theory of Emotional Intelligence (EI) goes around an idea, *understanding the emotions of you as well as others and dealing with them effectively as to motivate yourself and others*. EI is a recent phenomenon in psychological research and studies which helps one making their lives happy and getting success in professional life. EI helps one in understanding one's and others' emotions and help monitor them which is very essential for staying happy and successful. It enhances the ability to understand why and how to behave and react appropriately to people of different mindset and various situations.' Goleman defined Emotional Intelligence as: understanding one's own feelings, empathy for the feelings of others and the regulation of emotion in a way that enhances living.'(Daniel Goleman, 1995 p.4) Emotional intelligence is the ability to know and manage one's own emotions as well as others.

LITERATURE REVIEW

Till the origin and evolution of the new concept, Emotional Intelligence, people believed that intelligent quotient (IQ) determined the success of people and those who had high level of IQ, would perform high. But researchers like John Mayer and Peter Salovey as well as writers like Daniel Goleman have proved that it is not IQ, but it is EI which helps in improving success rate and enriching personal and professional life. The researches and studies which have been done in the last three decades state that people with high level EI can perform better than people with high level IQ. Psychologists and researchers start realizing that IQ alone cannot do anything with a person's success but it is EI which plays a major

role in a person's success rate.

In 1983 in his book, 'Frames of Mind: The Theory of Multiple Intelligences', Howard Gardener first discussed emotional intelligence indirectly by proposing the possibility of having multiple intelligences and introduced two sorts of intelligence: Intrapersonal Intelligence and Interpersonal Intelligence. He could strongly advocate the idea that there are other intelligences besides the traditional intelligence- IQ which could enhance an individual's performance and success. There is no shade of doubt in saying that these two models have become the very source and inspiration for the invention of the new EI models. Gardener's discussion laid foundation for the evolution of the latest coined term, Emotional Intelligence which has first been used by Wayne Payne in his doctoral thesis, 'A Study of Emotion: Developing Emotional Intelligence' in 1985.

It is Daniel Goleman who has described and discussed the term, emotional intelligence in his treatise, 'Emotional Intelligence: Why It Can Matter More than IQ' which was published in 1995. He popularized the five domains of emotional intelligence: 1. knowing your emotions, 2. managing your own emotions, 3. motivating yourself, 4. recognizing and understanding other people's emotions, 5. managing relationships (i.e. managing the emotions of others). Later, these five domains are comprised into four components by other psychologists and researchers. Two of these four domains represent personal skills and other two represent societal skills. They are Self-Awareness and Self-Management (personal skills) and Social Awareness and Relationship Management (societal skills) which are discussed in detailed later under.

What You Learn (Objectives)

This paper makes you understand the concept of emotional intelligence.

This paper makes you able to perceive and understand your emotions and other's emotions and how to show empathy for them.

This paper makes you understand various dimensions of emotional intelligence.

This paper makes you realize the advantages of having high level EI for personal life and professional life.

This paper makes you realize how emotions influence behaviour.

This paper prepares you how to use EI models to enhance your EI.

Understanding Emotions

Your emotions are the way that your body talks to you: your body talks to you via emotions. 'They (emotions) make us aware of events that may affect our survival and well-being. (Steven L McShane, Mary Ann Von Glinow and Radha R Sharma, 2008 p.68) Emotions are forerunners of your impulsive actions. Most of the times, emotions prompt you to take action without consulting the rational thinking process. Emotions slowly and steadily show good or evil impact on your way of thinking and on your body.

To better understand the advantages of emotional intelligence, you have to undergo a process by following one of the models for a while. The research which has been done so far on emotional intelligence proves that if you are not able to understand and manage emotions, you cannot be happy; you cannot prosper or be productive. You are doing something excessively without getting expected results and eventually you get anguish or anger. This means that you are not caring for your emotions. You cannot concentrate on the task you are doing means you have to care for certain emotions which

want to tell you something. The ability of realizing the impact of your emotions on your life, work, relations etc is the ultimate understanding your emotions.

IQ VS EI

It always remains as a highly debatable topic as to decide whether it is IQ or EI that plays a prominent role in enhancing an individual's performance. Though a person has high level of IQ, he cannot perform as expected if he does not have high level EI. IQ is a sort of ability to acquire, comprehend knowledge and apply the acquired knowledge to skills and talents. Logical thinking and reasoning, comprehension of words, signs and pictures, sorting out the relevant from the irrelevant information are done by using IQ. When it comes to academic performance, IQ plays a vital role. To be peaceful in personal life; maintain good social relations and get success in professional life, it is EI which plays a more prominent role than IQ.

On one hand IQ gives the stuff to be used in various academic situations, on the other hand, EI teaches you how to use it, where to use, when to use it and thus, you can achieve the targets. It is learnt from the recent researches that emotional intelligence moulds and steer human behaviour.

IQ helps you excel in your studies at school, college and university and EI helps you excel in professional and private life. Both are important in life. In the present scenario, almost all corporate offices and MNCs prefer to have people with high level EI as their employees and officers. Employees with high level EI are cooperative, coordinative, initiative and ultimately they are more productive than people with high level IQ. Hence EI has become a predominant aspect in corporate and MNC culture. They organize workshops and seminars to enhance EI among their employees. Even in student life EI plays a vital role where a student needs to move with social groups and have to work with various teams.

When it comes to making decisions leaders usually rely on both IQ and EI. Leaders with high IQ level can do critical thinking; analyze data efficiently and are adept at applying the principles well on the other hand, the high level of EI prepares one to be more flexible; open minded and more creative. These traits are very essential for a leader to make productive decisions.

MODELS AND TESTS

Emotional Intelligence Models are used to study and understand the emotional intelligence of individuals. A model defines emotional intelligence. On the other hand, EI tests are used to measure the level of EI of an individual. The four popular models namely the Ability Model, the Trait Model, the Mixed Model, and the Bar-On model define emotional intelligence differently. Even though there are some disagreements about the models, every model gives some new or specific insight into EI. It is left to the practitioner to follow any of them. The EI tests follow their respective EI models (basing on which the models are formulated).

The Ability Model: It is proposed by Salovey, Peter and Mayer, John (1997) and it consists of four components namely 1) perception of emotion (identifying emotions of yours and others'), 2) emotional facilitation (using emotions for understanding environmental changes, understanding a situation in different ways and analyzing and reasoning things), 3) understanding emotions (how emotions bring change in your behaviour and hence give rise to other emotions), and 4) management of emotions (the ability of monitoring yours and others' emotions for the best advantage). This model is proposed basing on the Mayer-Salovey-Caruso Emotional Intelligence Test (MSCEIT, 2004) which has been formulated

by Salovey, Peter; Mayer, John; And Caruso, David and the mode of measure in this test is Performance-Based. The methods used in this test are more or less that are used to measure IQ, thus, it receives a lot of criticism.

Mixed Models of EI: It is advocated by Goleman (1998) and it stresses the connection between an individual's emotional intelligence and his performance. It defines and tests wide range of emotional competencies such as 1) Self Awareness (emotional self-awareness, accurate self-assessment, self-confidence) 2) Self Management (self-control, trustworthiness, conscientiousness, adaptability, achievement orientation, initiative) 3) Social Awareness (empathy, organizational awareness, service orientation) 4) Social Skills (influence, leadership, developing others, communication, change catalyst, conflict management, building bonds, teamwork and collaboration). Since most of the psychologists strongly held that the available models of intelligence (IQ) are insufficient to define and measure the whole range of human intelligence, they have welcomed Goleman's Mixed Model as the best one without any deviation.

The Mixed Model is designed basing on the Emotional Competency Inventory (ECI, 1999), the Emotional and Social Competency Inventory (ESCI, 2007), Emotional Intelligence Appraisal (EIA, 2003) and Work Profile Questionnaire-Emotional Intelligence Version (WPQei, 2000), proposed by Goleman and others and are used with this model to determine an individual's emotional intelligence level and the mode of measurement is Self-Report and Other-Report.

The Trait Model: It has been introduced by Konstantin Vasily Petrides (2001) and it describes how a person identifies his emotions and uses them to steer his behaviour. This is called 'emotional self-efficacy'. In this model, the emotional traits are measured based on the self-report given by the respondent rather than by following any scientific method. The Trait Emotional Intelligence Questionnaire (TEIQue, 2003) and the Swinburne University Emotional Intelligence Test (SUEIT, 2011) are also used in this model as to measure the personality traits.

Bar-On or Model of Emotional Social Intelligence (ESI): It has been proposed by Reuven Bar-On (1997) and it emphasizes the possibility of co-existence of emotional intelligence and personality traits. It consists of four components such as 1) Intrapersonal (emotional awareness, assertiveness, independence, self regard and self actualization), 2) Interpersonal (empathy, social responsibility and interpersonal relationships), 3) stress management (stress tolerance and impulse control), and general mood (happiness and optimism). Emotional Quotient Inventory (EQ-I, 2002) is introduced by Bar-On and the mode of measure in this test is Self-Report.

WHY YOU LEARN

The skills learnt under emotional intelligence are essential for graduates, managers and even for common people for building and developing career as well as personal success and fulfillment. It is strongly believed that it is not how smart or intelligent you are that decides your performance but it is your emotional intelligence that works a lot in deciding the rate of performance.

Whenever there is a talk about E I, it is always linked to workplace. Nowadays it is assumed that the managers in organizations should know about E I. The researches have proved that those who have higher level of E I, can perform better than that of those who have lower level of E I. 'You can't divorce emotions from the workplace because you can't divorce emotions from people.'(S. Nelson, 1996, p. 25) Thus, it has become a necessity to the top post holders in any organization to know and practice EI at workplace as to get more performance from their followers.

Emotions play a crucial role in regard to critical thinking, and decision-making. Directly or indirectly emotions help you improving your thinking process. Thus, emotional intelligence builds relative competency or ability which facilitates career growth of an employee.

In the context of working in cross-culture ambience and people with different mindset, EI is very essential for an employee or a manager or a leader. You have to communicate with others (your co-workers); to resolve conflicts with them; to keep on inspiring them and to influence them as to maintain good relationship with them. Remember, it is always not possible to maintain the same kind of relationship with people because people have their own weaknesses, strengths, their own limitations and prejudices of things, situations and other people. Emotional intelligence helps you maintain the same kind of positive relations with others if you keep on developing your EI.

It has been explored that there is a close relationship between emotional intelligence and effective leadership. Tending and dealing with one's and others' emotions; giving value to others' emotions and conveying empathy for them should be one of the primary functions of a leader. And the same ability is required to each and every employee of an organization who has to constantly interact with other people within the same organization and people and customers outside the organization.

How well their and others' emotions are handled is very important to those who are holding higher positions. EI is more important than IQ for the team leaders/ managers. Since they have to make others work efficiently and productively, they should have high level EI. Moreover people with high level emotional intelligence can know where to stay and where to move on; they have the mental flexibility to do so because they can read and monitor their own emotions and they can do the same with others.

Leaders with high level EI can understand the emotions of others, particularly his team members; communicate with them effectively; motivates them towards the goal of the team and changes his strategies according to convenience and comfort of his followers without deviating from reaching the team goal within the stipulated time. He can do anything with his followers and his followers follow him because he is supposed to have to always be in high spirits and enthusiastic. These qualities are the resultants of having high level EI. 'Effective leaders rely on emotional appeals to help convey their messages.' (Stephen P. Robbins; Timothy A. Judge and Seema Sanghi, 2010 p. 119)

ADVANTAGES AND DISADVANTAGES

Advantages

It is unanimously and undisputedly accepted that emotional intelligence plays a major role in leading a happy and successful life. And it can be improved by practice. When either physical or emotional needs are not met, naturally bad emotions rise be it anger, depression and the result of this emotion is obviously undesirable. If you can read, understand, and treat emotions properly, you can lead life harmoniously. By understanding and treating your emotions successfully, you can resolve most of the external problems which are treated as nuisance or setbacks in your life.

The best advantages of emotions are:

EI improves the listening ability means you can be more patient than before when you listen to others.

With high level of EI you become more considerate, polite to others and friendly in attitude.

It also enables your judgment skills means judging characters of others.

Emotions improve learning skills; they are inspiration of learning.

They enhance your thinking process.

They improve your memory power since you have to deal with the emotions of yours and others' all the way in your life

Emotions are inexhaustible provider of knowledge.

Empathy allows us to create relationships with others, provides insights into people's motives and allows us to predict responses.

The following may prevail at work place where the employees are with high level EI. The employee with high level EI respects others' ideas, encourages everyone in the team or organization without any reservation, gets the optimum results in team works, gives least preference for indulging in gossips, is willing to celebrate other's success, coordinates with colleagues, is quick in resolving problems, gives high value for the objectives and vision of the organization, gives importance and value for integrity. An emotionally balanced employee or leader can be a great asset to an organization.

Disadvantages

Don't hide your wounds if you want to heal

There are some disadvantages of emotional intelligence. The disadvantages of emotions take place on two fronts: firstly, when you neglect emotions especially negative emotion and secondly when you misuse your ability of understanding and monitoring others' emotions.

Negative emotions which are action oriented are quicker than positive emotions. The duration of emotion may be brief but in case of negative emotions, the bad thing what they can do, they do within the short span of time.

The actions taken by the influence of emotions are, most of the time, irrational.

There will be some negative consequences of emotions which show negative impact on your mind; on your professional life; on your social relationships and sometimes on your physical organs if you do not understand and deal with your emotions properly. 'They (emotions) can hinder performance, especially negative emotions.' (Stephen P. Robbins, Aletta Odendaal and Gert Roodt, 2001 p.98)

If you do not heed to your emotions sooner or later before they start working on your mind, you may get disturbed or distressed. The consequence of the evil emotion may lead to an undesirable result. For instance, it may seldom happen to you that even though you are among your friends or relatives physically, you feel lonely and you do not know the reason behind it. If you address your emotions properly, you can understand and find reason exactly and it is easy to deal with it.

It has been found in the studies and researches that people with lower level of EI tend to feel more loneliness, depression etc.

Suppression of emotions for a long time may cause for a sudden outburst without our knowledge or intentions; sometimes they may cause for health problems. If you cannot deal with your emotions effectively or if you neglect them, you may become unstable, lazy, angry, totally dependent, less interested in work, frustrated, fear, guilty, failure, victimized,

depressed etc.

Guilt is an emotion which is generally not a harmful one which may urge to repent, apologize, or promise to get refined etc. But often it prompts you to do ugly things like making others feel guilty by preparing them to do the same kind of mistake or sin as you have done.

Negative emotions can help you on occasions for instance, you got angry with mobile technician who delays repairing your mobile, and you can get your mobile repaired as you show you're angry with him. But it works like this in limited situations. You may take the same situation for example, what would happen if the mobile technician retorted. The situation would fall down into more complications.

It is also found in studies that some managers and leaders misuse their EI. It is possible for them to exploit their followers as they can understand the emotions of their followers. They know well when and where to use their followers for their own advantage rather the company's. Armstrong puts it: 'An interpersonally intelligent individual may be very compassionate and socially responsible like Mahatma Gandhi, or manipulative and cunning like Machiavelli.' (Armstrong, T. 1993 p.10).

Most of times, you neglect your emotions and there won't be much problem but on some occasions, emotions can be so strong which can prompt us to take action instantly. Such actions are called impulsive acts. Emotions may cause for severe mental disturbance. 'Some emotions (e.g., anger, surprise, fear) are particularly strong 'triggers' that interrupt your train of thought, demand your attention, and generate the motivation to take action.' (Steven L McShane, Mary Ann Von Glinow and Radha R Sharma, 2008 p.68)

The conflicts in your mind as result of different emotions and needs may cause for breaking relations, losing jobs, or sometimes there are chances for being branded as rude or impolite person. Emotions are something which acts as reminders of alarm, fear, surprise etc. They come to existence without our rational thinking. They may be self-productive in our mind. They are advocates, well-wishers etc.

When an emotion is appropriate to situation; it is called positive emotions and you may or may not deal with such emotions since their consequences are positive and advantageous. But, when an emotion does not suit the context or situation, you need to tackle it. For instance when you laugh as all other people around you are laughing in response to a colleague's joke; that is positive emotional response. There is nothing to do it since it is positive emotion and the result of it is also harmless. But, if you get angry instead of enjoying along with others who are celebrating the success of one of your colleagues; your emotion can be a negative one and it is the resultant of your jealousy of the success of your colleague. This may lead to create ill-feelings among colleagues or spoil the team spirit. Certainly you have to deal with the emotion since it is not appropriate at a workplace or in personal life.

HOW TO RECOGNIZE EMOTIONS

Knowing your own interests and passions is the best way to understand your emotions. Suppression of your passions is one of main reasons for the rise of emotions.

Identifying your emotions is not a great difficult thing if you are really keen on knowing them. If you are conscious enough, you can easily identify the rise of emotions. Getting palms sweat; muscle contrast; mind blowing; mind blocking; feeling of throat dry; throat constricted with fear; shiver in the spine; heart-beat increase; a pain in the temples;

feeling head ache; blood boil; feeling sudden laziness etc are some of the important signs of the rise of emotions within you. These are the bodily reactions resultants of the rise of different emotions.

Emotions are, in fact, of various types. They can basically and broadly be divided into two types: good emotions and evil emotions. There won't be much problem with positive emotion since their consequences are positive whereas the real problem lies with the negative emotions since they are obviously resulted in bad consequences. But what the good news with the negative emotions is that they can be turned into positive ones if you care for them a little and treat them properly.

The resultant actions of positive emotions can be adoration, affection, love, fondness, liking, attraction, caring, tenderness, compassion, sentimentality, desire, lust, passion, infatuation, longing, enthusiasm, zeal, zest, excitement, thrill, exhilaration, contentment, pleasure, pride, triumph, eagerness, hope, optimism, enthrallment, rapture, relief, amazement, surprise, astonishment etc.

Negative emotions can again be divided into three types: 1) emotions of hatred such as aggravation, irritation, agitation, annoyance, grouchiness, grumpiness, exasperation, frustration, anger, rage, outrage, fury, wrath, hostility, ferocity, bitterness, hate, loathing, scorn, spite, vengefulness, dislike, resentment, disgust, revulsion, contempt, envy, jealousy, torment etc. 2) Gloomy emotions such as agony, suffering, hurt, anguish, depression, despair, hopelessness, gloom, glumness, sadness, unhappiness, grief, sorrow, woe, misery, melancholy, dismay, disappointment, displeasure, guilt, shame, regret, remorse, alienation, isolation, neglect, loneliness, rejection, homesickness, defeat, dejection, insecurity, embarrassment, humiliation, insult, pity, sympathy etc. and 3) emotions of horror such as alarm, shock, fear, fright, horror, terror, panic, hysteria, mortification, anxiety, nervousness, tenseness, uneasiness, apprehension, worry, distress, dread etc.

WHEN AND WHY EMOTIONS RISE

It is very useful to you to know certain secrets behind rising different emotions. It is also very important to understand when and why emotions rise and the responsible factors for the rise of emotions.

Reactions in the form of emotions taking place within your body in response to the attitude of people; the events taking place around you and to the situations in which you are. This means the people, events and situations around you, most of the time, hold the responsibility for the rising of emotions within you. You feel your emotions most of the time but you never tend to deal with them. This negligence for attending your emotions causes for distress or loss of something. If you start dealing with them, you will be peaceful. For instance, you receive a message from your boss stating that you have to team up with someone whom you do not like, soon you have an uneasy sensation in your body the moment you learnt the thing. This uneasiness is an emotion which may cause for irritation or distress. If you work on the emotion ahead of the actual situation taking place, your mind will be free and you can work with the 'someone' with ease. If you neglect the emotion, you cannot work with the 'someone' with peace of mind.

The reason for your unhappiness with your relations with people with your family or at workplace is that you do not understand your and theirs' emotions. The reasons for self-conflicts are your negligence in attending to your emotions. Most negative emotions cause for unhappiness and self-conflict.

One unfortunate thing is that generally people may perceive and understand their emotions but most of them are

negligent enough to respond to them at a right moment. If you respond to the emotions promptly and properly, you get positive results; you can be successful and/or peaceful. This whole process can be called self-awareness. This indicates that dealing with emotions is as equal important as understanding it.

It is very important to understand that there may be more than one reason for the rise of a single emotion; that means many factors may simultaneously cause for the rise of a single emotion; various factors work behind the rise of the same emotion in various situations. The various factors which are responsible for the rise of same emotion may take place at great intervals; one factor might take place some months ago and the other factor may take place now. If you are well enough to consider the emotion and to trace out the root cause for the rise of the emotion, it won't be very difficult to find it. For instance, you enter a restaurant and have bad food over there that may be the root cause for getting an emotion. In the evening, you cannot finish the task in time when all your colleagues finish theirs'. These two factors are responsible for raising the same emotion-anger. The result of this emotion may be a shout at a member of your family or a friend which is an unexpected and unnecessary over there at home or at a meeting place. If you had managed the emotion as soon as it rose, you could have avoided this shout at a member of your family or a friend.

There is a possibility of getting more than one emotion (or various emotions) at a time and the responsible factor for the rise of the various emotions may be same. For instance, you lost your present job, and you could not do well in the recent interview, it can be the root cause for the rise of various emotions such as frustration, anger, depression, disgust etc.

As we know it well that emotions, most times, are the results of any bad or good experience or incident or situation or person. Whenever the memory or experience comes to mind; an emotions rises. If you have a sweet memory with the place and you are going to visit it now, a happy emotion rises. In the same way, you have a bitter experience with a person, and you are going to meet him, some bad emotion rises. If you don't deal with your evil emotion before meeting him, the meeting will be a failure.

HOW TO HANDLE EMOTIONS

If you are turned out of your own emotions, you will be poor at reading them in other people.- Daniel Goleman.

It is very essential to know that emotions are the actual indicators of your mental and physical wants and desires. These wants and desires are not only for having or getting something but also for not having or getting something. In fact, 'they make us aware of events that may affect our survival and well-being.' (Steven L McShane, Mary Ann Von Glinow and Radha R Sharma, 2008 p.68) This means that emotions also provoke you not to do a thing. Emotions are of different types: some may result in bad consequences if you give them a free will; some are very useful as to overcome a problem or achieve goals. It is your ability to distinguish good emotions from bad ones; this ability can be called Emotional Intelligence. If you deal with the evil emotions effectively, you can calm down and/ or turn them be useful ones. Even some of the evil emotions can help achieving goals or complete tasks easily which are supposed to be difficult. Let's see how an evil emotion can lead to bad or good result. If you leave an angry emotion unchecked, the consequences would be rage or violence or destruction or may cause for relation breakup. On the other hand, if you handle this emotion well, it can be helpful in achieving targets.

Another secretive aspect of emotion is that you cannot control the rise of an emotion since it rises on its own will and wish. And moreover, raising an emotion is a natural phenomenon with every human being for that matter with every being. So, the better way is to recognize and monitor them in a proper way.

Emotions are self-governing elements which never care for the rational thinking and they are madcap, causative and influential in provoking actions. Not all emotions are evil nor all emotions are good. It is you to know which are good and which are bad; the talent of distinguishing good emotions from bad ones is called emotional intelligence.

Emotions, particularly strong emotions like anger, disappointment, depression etc. cannot be eliminated but you can steer their direction for achieving good results.

It is a well known fact that there is an everlasting conflict between needs and emotions; needs prompt you to do something, sometimes, emotions urge you not to do the something. In this context, if you neglect the emotion, you have to face some internal problem; on the other hand, if you neglect meeting the need following the emotion, you will lose something externally. Neither of the above actions is suggestible, but a person with high level EI proceeds to do the *something* after effectively dealing with the emotion. So, for the possible extent, you must tackle the emotion first and go on doing anything. What you should understand here is that handling emotion is must before proceeding to take an action when a conflict rises between need and emotion. The aim of monitoring emotional intelligence must be seeing balance rather than suppressing the emotions. For example, you are working elsewhere and all of sudden you start feeling headache. You stop working for a while and start thinking of the reason for the sudden headache. You can recognize your initial apathies for working there. This means you have neglected dealing with your emotions before coming there. If you had attempted to understand and deal with your emotions before you came there and you could have managed your emotions and could have avoided this headache now. In fact, you suppressed the emotion when it had tried to tell something. If you had managed it well by comforting it, you could have not suffered from this headache.

One striking aspect of emotions is that emotions prompt actions and these actions, in turn, may give rise to new emotions: emotions cause for taking certain actions and actions cause for raising certain emotions. It is like a cycling system but the cycling system ends soon.

TIPS

I don't want to be at the mercy of my emotions. I want to use them, to enjoy them, and to dominate them. -Oscar Wilde

It is neither wealth nor power or position that gives you constant contentment; it is the high level of emotional intelligence which gives all the mental peace and success in life. This statement shows how important to have high level EI to be harmonious with men and matter and to remain successful in life.

You know well that EI is not an inherent quality; you need to improve and maintain it. The first and foremost thing to be considered, in this context, is that if you are not thinking or heeding your emotions, it will be mistake done by you and you are wasting your time suffering from the ailments or problems caused by your unattended emotions. It is, in fact, a very essential aspect of building your life comfortable and enjoyable.

In the process of enhancing your EI level, you have to go through a chain of actions such as recognizing emotions; listening to them; understanding them; attending to them; responding them in a proper way; analyzing them; dealing with them patiently, and using them for the best of your advantage.

Keep this fact in your mind that there are no short cut methods to improve EI. It's a continual process. At the initial stage the process should go on under a supervisor or trainer but once you know how to understand and deal with

your emotions and others', you can do it on your own. Another important thing is that you cannot have same high level of EI all the way. So, as to maintain the high level of EI all time, you have to work on them regularly. There are many methods proposed by researchers and psychologists available to enhance your EI. Hereunder are some valuable tips which can help you enhance your EI level.

- Since 'emotions are physiological, behavioral, and psychological episodes experienced toward an object, person, or event that create a state of readiness,' (B. Janakiram and Vijay N Rao, (2010) p.192) identify the people or situation or event which usually give rise to certain negative emotions and prepare your mind, prior hand, for not being irritated, frustrated, getting angry as before when you meet the people or situation or event in future. So you can be calm when you enter the situation or meet the people. For instance, you are jealous of some of your colleagues who earn more than you do and (with) without their provocation or self-boast, you inwardly suffer from the emotion of jealousy and you cannot help it. Of course it's a natural tendency of human nature. Anyway, let's think of how to overcome or deal with the emotion? Simply, see for other employees in the same organization who earn more than these colleagues and you can get some consolation by this observation.
- It is suggested that you should not classify your emotions into positive emotions and negative emotions; you should treat them alike and use for the best advantage. The more you try to segregate them into groups, the more difficult you feel in handling and using them for the positive results. It is a general observation that people naturally show apathy for negative things, the same can be applied to negative emotions: if you find some emotions are negative and you simply get disgusted or frustration instead of dealing with them quietly. This disgusted or frustration further gives rise to some more negative emotions.
- Another advantage of looking at things and thinking of them in the other's point of view is that it gives a fresh and new perspective of the situation or thing or the other person. You can easily realize why other people have behaved like that in a specified context or situation. This understanding of other person may give you an insight how to deal with the person or the situation. It is not always possible for you to bring change in the attitude of the other person nor in the situation, thus, you need to bring suitable change in your attitude towards them or you need to evade them if possible.
- Self-management is one of the surest ways to deal with emotions effectively. Self-management doesn't mean suppressing your emotions; you have to tune your emotions to be in accordance with the situation. Avoiding a situation or a meeting because of your strong emotion is meaningless and you cannot do the same all the way. Thus, you need to monitor your emotions. It may be like to bring change in your attitude or in the attitude of others or in the situation or event. You need to think which is possible and suitable. Remember, in some cases, sometimes you cannot bring change in your emotions; sometimes, you cannot bring change in the attitude of others; sometimes, you cannot bring change in the situations or event and sometimes you cannot bring any change in any of these. So you have to choose another other alternative.
- Showing empathy for others is another way to improve the EI level. Being an authentic listener to others' conversation; by sharing information and by asking, getting clarified your doubts is a way to get the confidence of others. Showing empathy for others is not an easy task but you can do it by trying to understand their feelings or situations from their point of view. Try to be in their shoes to better understand their feelings and emotions.

Genuinely showing empathy for others is a platform for strengthening your relationship with others.

- To know the genuineness of the conversation of others', you have to observe their body language; facial expressions, lip movement (quivering), hand movement, standing position which convey the actual intentions of the speakers; especially their eyes; eyes can communicate a lot and also betray the truth of their inner (actual) intention. Tone, the pace of speech can be cues for understanding the truth of the speech. If you are able to understand these, you can cooperate to them which is a way of enhancing your EI level.
- Improving or changing your attitude and behavior is a must to strengthen your relationship with others. Find out where and when other people feel inconvenient with your behavior. Close friends or trusted ones at the work place can help you recognize your weaknesses if you fail to recognize them. Spend time to notice these things and bring the necessary changes in them. This process can also enhance your EI.
- Being a socially responsible person, you can increase your emotional intelligence. Socially responsible means you enter into a wide range area which is full of people with their unique fallacies and foibles; fantasies and frantic wants; strengths and weaknesses. When you are socially responsible person, you are supposed to involve in many aspects such as communicating with others, listening to them, enquiring, understanding their positions, showing empathy for them, helping them etc. all these activities are helpful in developing your EI level.
- The trait of agreeableness makes people trust you and shows your sincerity. If you are open-minded one all the way, your EI level will be high and it is very easy to you to make others be at your disposal. You will be able to resolve conflicts and you will be dear one to all.
- Take the emotions as feedback which rises after an action taken by the force of an early negative emotion. The present emotions are the result of your reflection on the bad consequences of the action. By this you come to know why and how to deal with your emotions. This step is very important in the process of enhancing you EI level. Whenever the same sort of negative emotion takes place, you can use this feedback as guide to monitor the emotions and to deal with the situations or people which cause for the rise of the evil emotion.
- It is very useful if you write down your emotions and work on that how to deal with it. The foremost thing you have to do is to find the root cause for your emotion. If you are able to understand your emotions well where, when, why, how they rise, you can mentally prepare to deal with them or try to avoid the situations which propel the emotions to rise, you may find an alternative how deal with the person or event or situation. This could be very useful to face or tackle the future problems. If you recognize the triggers for the emotions like situation, place, people, event, etc. you can train up your mind how to cope up with them and tell your mind why to cope up with them. This process is called tuning up your emotions ultimately your mind.
- If you are in the leading position, you need to understand others as to interact with them; work with them; make them work for you; achieve the team's goals, etc. this process also improves your emotional intelligence.

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