EMOTIONAL INTELLIGENCE BASICS

Boost your leadership, self-confidence, perfection and achievement.

Edugyan Learning Solutions
2012
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Emotional Intelligence (EI) is a part of activities of our brain which helps us to understand feelings.

EI refers to ability to understand emotions.

Feelings or emotions are what differentiate humans from robots. We are emotional but robots are mechanical.

What we are not good at are handling emotions. We let emotions control us and we either make or destroy our destiny.

Emotions affect us deeply. They make our brains work hard. They identify us. They identify you.

If we have to succeed, we need to manage our emotions. “To manage” means to understand and reason your emotions. You need to understand other’s emotions too. “Others” include everyone you interact. Everyone impacted by your actions.
The various types of emotions are:

1. Workplace emotions
2. Home emotions
3. External influences
4. Internal influences
5. Holistic emotions

Let’s elaborate briefly on the above types of emotions:

I. Workplace emotions

These are emotions which affect workplace decisions, interactions, and relationships. These are essential to cobble a working team, successfully executing a project, maintain relationships with managers, senior managers, reportees, peers, and team organization. Proper control and usage of emotions result in customer, job satisfaction, and to maintain a healthier work environment.

2. Home emotions
There is a talk in the corporate world – “Don’t bring home to work” and vice-versa. There are varied set of stakeholders both at home and work. At home, the emotions are soul-based. You either love or don’t love the person(s) you co-habitat. You try to satisfy them. Most of the emotions and actions are targeted towards fulfilling satisfactions.

3. External influences

External influences play an important role in emotional intelligence trigger. Our readiness to satisfy other’s emotions forces us to act in a particular way. External emotions affect our emotions. We tend to take a balanced decision to ensure that all stakeholder emotions are catered to satisfactorily.

4. Internal disturbances

Internal disturbances are sets of interactions between various emotions defining each one of us. At crucial decision-making times, emotions fight each other, like a tug of war. In this fight, one of the emotions emerges a winner. The decisions or actions align with the emotions.

5. Holistic emotions

Holistic emotions are those emotions which define who you are. Always remember, you are what you are. Since your birth, the external and internal experiences shape your emotions. For example, a boy who lost his mother earlier in childhood, looks to motherly affection from any woman he interacts with.
Holistic emotions define your personae. Your voice, actions, reactions, temperament are all guided by your holistic emotions. They are your peripheral wall governing your mind. If something penetrates your holistic emotional wall, you tend to cry.
SKILLS OF EMOTIONAL INTELLIGENCE

Genos model is the best model of Emotional Intelligence currently in use.

There are seven distinct skills in use:

- Emotional self-awareness
- Emotional expression
- Emotional awareness of others
- Emotional reasoning
- Emotional self-management
- Emotional management of others, and
- Emotional self-control

To this we add the below emotions.

- Emotional home-management

Maintaining proper emotional home-management and sex-management has an important bearing on the rest of 7 skills of Emotional Intelligence.

Let us revisit each of the above skills:

a) Emotional self-awareness

This skill means,

- Understand your feelings, mood and emotions at work
- Understand causes of feelings
- Understand how your feelings translate into thoughts, decisions, and behaviors
- Understand how your emotions upset you
- Understand what ticks you off (does criticism upset you?)
- Emotional self-awareness

b) Emotional expression

This skill means,

- Ability to express one’s emotions
- Ability to express how you feel about something
- Ability or ready to take advantage of situations i.e being happy or sad at appropriate situations
- Ability to say what you think. Let others know your viewpoint.
- Ability to not to overact. See the exit point of your emotion and change tack.

c) Emotional awareness of others

This skill means,
- Develop ability to understand other emotions
- Understand what others feel at what they do
- Obtain feedback to improve other’s viewpoints and relationships
- Respond to other’s emotions

d) Emotional reasoning

This skill means,

- Understand emotional aspects of self and others
- Use this information to plan and decide on work and other related professional decisions
- Be more democratic during decision making
- Obtain “buy-ins” from many about your approach. This will help in getting greater buy and acceptance among peers, supervisors, and subordinates
- Obtain essential inputs from stakeholders before rolling out important decisions.

e) Emotional self-management

This skill means to manage your emotions,

- Understand what works for you and what doesn’t
– Understand your likes and dislikes

– Understand what ticks you off

– Understand what makes you up and happy

– Understand your breakpoints

– Be yourself, others will appreciate you

f) Emotional management of others

This skill means,

– Ability to influence the emotions of others

– Gain trust and confidence of others

– Be helpful nature, help/enable to succeed

– In case of conflict, try not to upset emotions, be reasonable in your judgment and decisions

– Improves job satisfaction and performance

g) Emotional self-control

This skill means,

– Develop ability to control strong emotions emanating/exhibited by you
– Control anger, reduce anxiety, face stress, control temper

– Don’t lost focus during stressful situations

– Be in control during ‘cruising’ situations

h) Emotional home-management

This skill means,

– Understand home dynamics

– Understand your family members choices and preferences

– Do things to the satisfaction of family

– Manage finances well, manage the desires

– Be honest on what you can do and how

– When everyone inside family is happy, you are happy outside
AWARE YOUR PITFALLS

Emotional control means ability to maintain a simple and effective way to keep your ‘wayward emotions’ in check.

Identify ways to handle other’s emotions. Understand them first.

The above two points will help you understand your stakeholders better and help you take decisions quickly and effectively. You need to make everyone around trust you and improve performance.

Emotions to be wary of:

- Voice
  - Control your tone, don’t be angry unnecessarily
  - Mind your TT’s (tongue and tone)

- Face
  - Don’t put off everyone by your stony outlook
  - Be cheerful

- Posture
  - Maintain appropriate posture control
  - Don’t wave hands or point fingers or stand awkwardly
BENEFITS

If you are able to handle your emotional intelligence, the benefits are enormous to you and to your stakeholders. The following are some of the benefits:

- Improved interpersonal relationships
  
  o All the parties understand each other

- Better work place
  
  o Improved relationships result in positive work place. There’s harmony and positive energy flowing in the team at work.

- Mentoring
  
  o If you are a leader or manager, your team will look more at you for solutions and guidance. Your ability to perform is at test.

- Satisfaction
  
  o When all the stakeholders are at ease with each other, there’s a high sense of satisfaction in the work place.

- Energy and Performance
  
  o Higher satisfaction at work place emits high energy of participation and performance culture, resulting in higher productivity and quality of work

  o Demonstrate greater levels of leadership, self-confidence, perfection and achievement
- Higher controls

  o Ability to command higher levels of assertiveness, empathy, happiness, anger and self-awareness
CONCLUSION

EI, per se, is not a form of intelligence. It is, in fact, an ability to understand emotions i.e. personality traits, emotions, attitudes, abilities, and preferences. It can also be termed as frames of mind which includes both internal and external influences. Conflicting ideas and emotions emerge when in contact with external factors.

Successful application of emotional intelligence have helped avoid personal pitfalls at work place. To survive in society, emotional control is necessary. To be successful involves cognitive usage of several behavioral permutations and combinations.

Be honest. Be alert. Be truthful to others. Be true to yourself. You will succeed. And help others succeed.
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