



## Understanding EMOTIONAL INTELLIGENCE

April 2015





\* Humanity has advanced a lot scientifically... Human life is much comfortable than in past and changing...

However, happiness quotient of the world is going down...

(1 out 3 Americans takes depression pills)

We all witness this in our individual lives, families, societies and organizations

\* Have you ever wondered why?

# What is emotional intelligence..



- Relatively new concept and gaining momentum globally
- IQ was developed as test of cognitive abilities in early 1900s and focus is almost century old
- The early Emotional Intelligence theory was originally developed during the 1970s and 80s by the work and writings of psychologists Howard Gardner (Harvard), Peter Salovey (Yale) and John 'Jack' Mayer (New Hampshire).
- So EQ is relatively recent behavioral model specially after the book “Emotional Intelligence” by Daniel Goleman in 1995
- There are many tests/models designed to measure EQ. However, being a psychological matter, it can't be standardized and answers can be right or wrong.



- Entire academic system is geared towards IQ development.... nothing at all about EI
- Nuclear families and stressful lives do not enable/allow an environment for EQ development at home.
- Rapidly reducing human interaction, more towards digital and impersonal interaction – a big hindrance for development of EI
- Increasing crime, suicides, depression, can be attributed to poor ability to manage emotions.
- Organizations spend lots of money in training and development around team building, empathy, listening skills, leadership development etc... the reason for this is poor investment/focus in society at large in development of EI

# What is Emotional Intelligence (EI)



EI is a social intelligence, which deals with

**recognizing, understanding and choosing** how we **think, feel and act**.

It shapes our own understanding and our interaction with others.



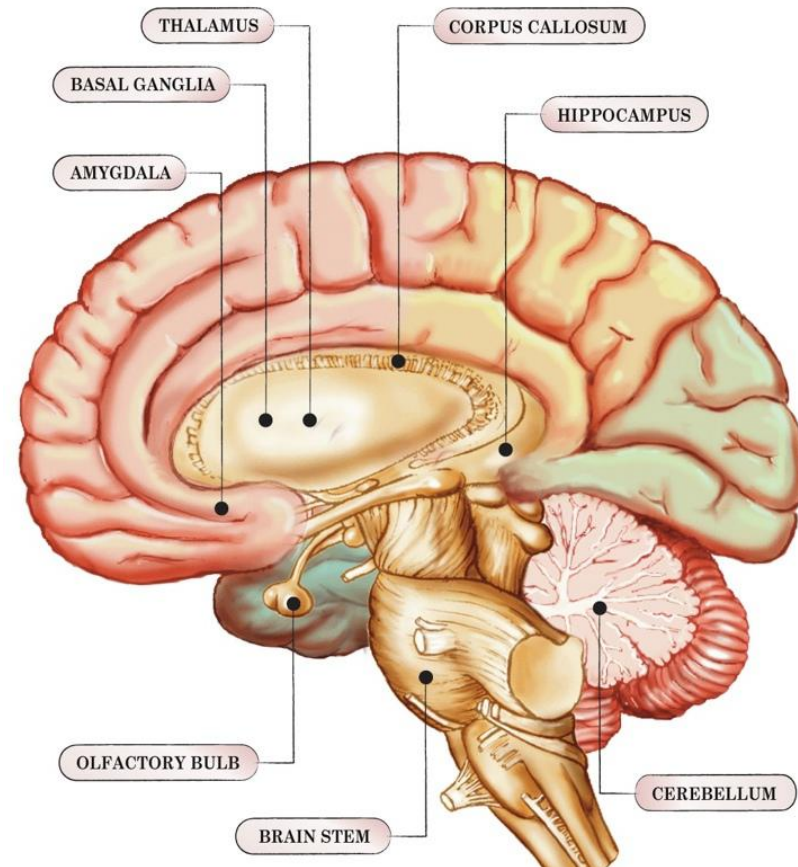


- \* According to various research studies - success in life can be attributed to IQ between 5% to 25%... but 80% to other factors like EQ.





- \* Emotions arise in the neurotransmitters of the left brain's limbic system, which also houses the **AMYGDALA** – HQ of the emotional brain
  - Capable of emotional learning & emotional memory which may be entirely apart from conscious learning and memory
  - Reads & reacts to various sensory inputs much more rapidly than the cortex (the thinking brain); hence emotional reactions are more spontaneous and less logical
  - Chemicals produced by the sensory inputs remain activated in amygdala for 3-6 seconds only. Therefore, these should be allowed to subside before reacting
  - If we engage our cortex for that brief period of 3-6 seconds, we can make a better choice



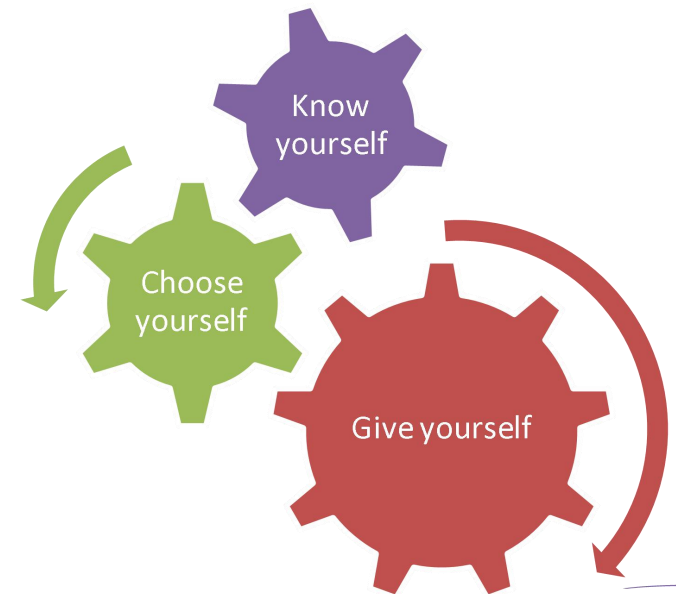
Amygdala is deep within the most elemental parts of the brain. The main purpose of the innermost part of the brain is survival.

...EI requires effective communication between Rational and emotional brain...  
People high on EQ strike a balance between emotions and reason...

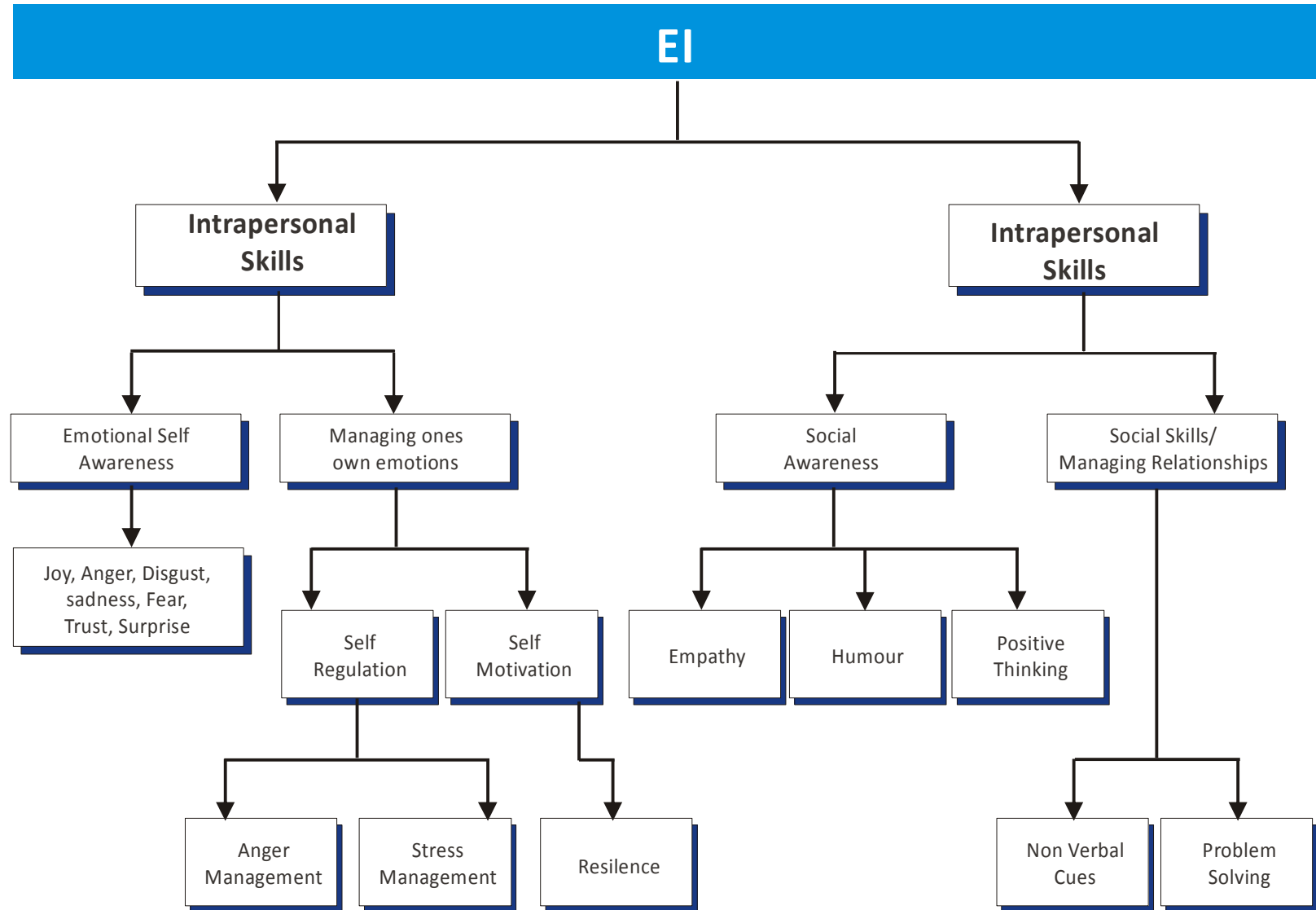


\*EI focuses on abilities such as being able

- to motivate oneself and persist in the face of frustrations,
- to control impulse and delay gratification,
- to regulate one's mood and keep distress from swamping the ability to think,
- to empathize and hope.









## **Intrapersonal skills**

**Self awareness | Managing ones own emotions**



- \* Inability to notice our true feelings leaves us at their mercy.
- \* People with greater certainty about their feelings are better pilots of their lives and have a surer sense about how they feel about personal decisions
- \* Crucial difference is in being caught up in a feeling and becoming aware that you are swept by it.

\* Self- awareness requires abilities :

- to recognize appropriate **emotions (Emotional Literacy)**
- to **label** emotions accurately
- to stay open to **unpleasant** as well as **pleasant** emotions, (No emotion is bad)
- Includes the capacity for recognizing **multiple and conflicting emotions**

Socrates said – “Know Thyself”



- \* Every strong emotion has at its root strong impulse to action; managing those impulses is basic to emotional intelligence
- \* Self Regulation
  - Anger Management/Stress Management/Success Management  
Staying equanimous in all conditions...(meditations/yoga techniques teaches the same)
- \* Self Motivation
  - Resilience
  - How do you deal with failures



## \*Start Making “I” statements

\***Emotional Diary** - help see patterns of your emotional life, how external events affect you

- Help analyze patterns of natural moods

\***Understanding symptoms** of 3 strong feelings - stress/unhappiness/anger

\***Objectivity** – It requires objectivity. If you have negative emotions associated with something, recognize it; don't run away from it.



- \* Sustained emotional distress impact the neurons in the hippocampus areas of the brain which are responsible for carrying various information to various part of body, hence it can
  - Impair reasoning (even smart people sometimes act stupidly)
  - May increase the likelihood that chronic emotional problems will result, (e.g., clinical depression or chronic anxiety or hostility)



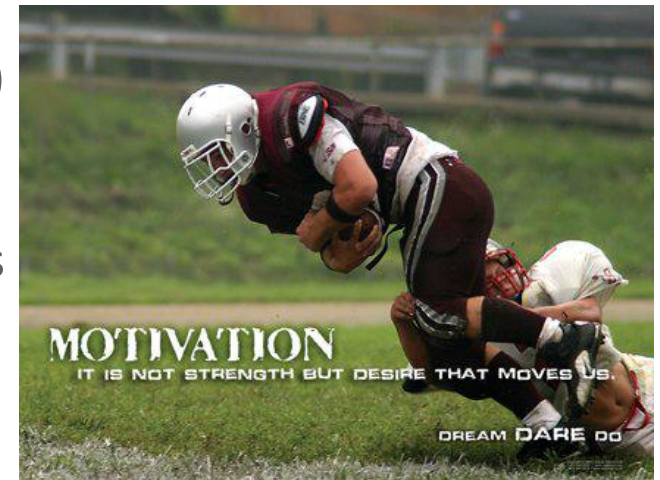
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- \* Watch your emotions, create and Emotion vs Reason list
- \* Take control of your self talk
- \* Count to Ten or Breathe right or Meditate regularly
- \* Focus your attention on your freedoms Rather than limitations
- \* Learn valuable lesson from everyone you encounter
- \* Speak to someone who is not emotionally invested in your problems, (have a mentor)
- \* Accept the outcome (Do your best and be happy in outcome). Don't get overwhelmed with results. Life is long
- \* Visualize yourself succeeding and have patience
- \* Smile and Laugh more (don't take life too seriously)



- \* Big reason for difference in success of two individual with similar education is Self Motivation and Attitude.
- \* Self motivated people take failures in stride and charge themselves for next thing. Come back with lot more resilience than before (successful sportsman and entrepreneurs are very good at it)
- \* Self motivated people do everything with full involvement and commitment (worli sea link Syndrome)
- \* If you are not motivated to do something, watch reason for it and correct it. Everything you do reluctantly leaves a mark on your subconscious mind to reduce your energy and motivations, harming you in long term.



**Ability to deal with failures in life – high in people with high EQ**





## **Intrapersonal skills**

**Social awareness | Managing Relationships / Social Skills**



- \* Self Awareness is about understanding emotions in oneself while Social Awareness is understanding emotions in others
- \* Good sales persons, leaders, theatre artists are very socially aware people. Their innate sense of others emotions and appropriate choice of counter action make them successful in their respective field.
- \* Insecure, introvert, under confident, people always struggle at this skill. Very often they develop inferiority complex with socially aware people
- \* Key is to be watchful of others' emotions and body language



- \* Watch other's body language and their emotions; Check for accuracy
- \* Develop Empathy towards others; step in others shoes
- \* Practice art of listening
- \* Develop sense of Humor and live in present
- \* Clear away clutter and believe in Positive Thinking
- \* Plan ahead for social gathering; greet people by name and take interest in others





- \* Humour is the shortest distance between 2 people
  - families that laugh together, last long
  - laughter is the most contagious of all emotions
  - nothing shows a mans character more than what he laughs at
- \* Build your own humor directory
- \* Learn to laugh at yourself





- \* Empathy is the **ability to recognize another's emotional state**, which is very **similar to what you are experiencing**.
  
- \* Developing empathy links to
  - Greater emotional stability
  - Greater interpersonal sensitivity
  - Better performance
  
- \* Ability to listen is key to it.
  
- \* A good leader, manager, husband, parent is very good at listening and empathy

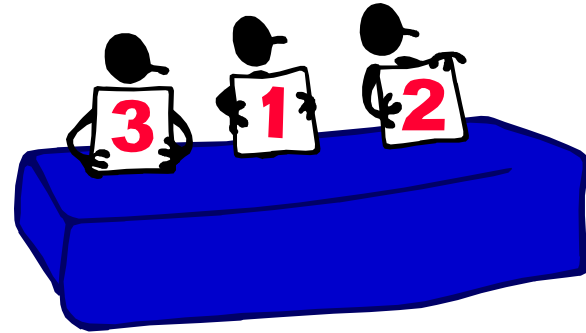
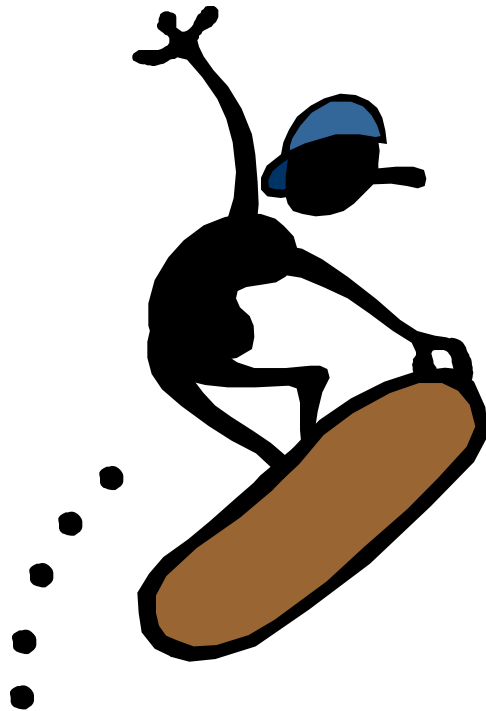


- \* An Optimist always takes disappointments as temporary, and can come out of it without too much pain, while for a pessimist failures are permanent
- \* Literatures are written on subject
- \* It can be learned, though not easy
- \* Most people, in the early stage of life are either positive or neutral but based on experiences they move to either side
- \* EI tells you not to let bad experiences of life impact positivity





**Unlearn  
old  
habits**





- \* Helps take charge of life
- \* Reduces stress, worry
- \* Builds confidence
- \* Helps in making decisions
- \* Maintains motivation
- \* Gain self control to communicate
- \* Improves ability to innovate
- \* Develops empathy
- \* Helps manage relationships
- \* Contributes to overall happiness





[http://www.youtube.com/watch?feature=player\\_detailpage&v=b\\_N\\_dYRb4\\_4#t=0](http://www.youtube.com/watch?feature=player_detailpage&v=b_N_dYRb4_4#t=0)