

Trigger Question: Dr. G Vanishree-- Emotional Intelligence

EI Emotional intelligence is the ability to recognize your emotions, understand what they're telling you, and realize how your emotions affect people around you. Emotional intelligence also involves your perception of others: when you understand how they feel, this allows you to manage relationships more effectively.

People with high emotional intelligence are usually successful in most things they do. Why? Because they're the ones that others want on their team. When people with high EI send an email, it gets answered. When they need help, they get it. Because they make others feel good, they go through life much more easily than people who are easily angered or upset. We all have different personalities, different wants and needs, and different ways of showing our emotions. Navigating through this all takes tact and cleverness – especially if we hope to succeed in life. This is where emotional intelligence becomes important, we need it that's it

Dr. AVV Nair

Importance of EI in workplace management is well-known. This is clearly explained in several studies especially in "Working with Emotional Intelligence "Madam you are appreciated for bringing out this current subject for a discussion.

Ms. Lekha Sishta

You could 'google' any of Daniel Goleman's treatises on EI. My favourite is "EI at the Workplace".

For brief notes on EI, go to www.mindtools.com. For more details visit www.danielgoleman.info.

Prof. Pranjali M

Yes Prof. Lekha. You are correct..Daniel Goleman is the Guru in Emotional Intelligence..Emotional Intelligence plays an important role in the workplace. It can be described as having four branches: the ability to accurately perceive and express emotion, assimilate emotion into thought, understand emotion, and regulate emotions in the self and others.

When emotional intelligence is present, there is increased employee cooperation, increased motivation, increased performance, increased productivity, and increased profits (George, 2000).

The emotional intelligence of a leader is said to significantly affect the Organizational environment (Auntry, 1995; Hall, 1996). In other words, in order to be an effective leader, managers need to display high levels of emotional intelligence (Amos, et al., 2004). Low levels

of emotional intelligence on the job affect the bottom line (Auntry, 1995). Goleman (1995) cites the utilization of interpersonal skills as being fundamental to organizational success.

Prof. Neena Prasad

"People with high emotional intelligence are usually successful in most things they do. When emotional intelligence is present, there is increased employee cooperation, increased motivation, increased performance, increased productivity, and increased profits (George, 2000)".

In the context of the above discussions , I would like to highlight that Emotional Intelligence is all pervading at the personal level and also at the organizational level because it is the most important discipline which can be applied to manage and set right the reality gaps say for instance ;

When we consider an organization to be good from both the customers' perspective as well as from the employees' perspective, there will always exist some areas of discord which sometimes can be simply ignored and at times cannot but still can be managed by this emerging discipline "Emotional Intelligence" which not only puts the organization on the track but also brings in the cordiality and the team spirit within the members.....

Shri Virendra Goel

I feel that along with Emotional Intelligence, it is essential to have Spiritual Intelligence too, otherwise high emotional intelligence can be dangerous too. Charles Sobhraj perhaps has highest IQ and EQ but see what a monster he became!

Prof. Venkataswara Rao

When psychologists began research on intelligence, they focused on non – emotional aspects such as thinking, cognition, intellect, memory and problem solving (Intelligence Quotient). However, there were researchers who recognized early on that, emotional aspects such as feelings, moods, and non – cognition were equally important (Emotional Quotient). Emotional intelligence studies have been conducted in the areas of business, civic administration and education, where it has been widely accepted as an indispensable force. I think 5 things that we must correlate with E.I for better understanding about it. i.e,

1. Emotional Intelligence and Leadership.
2. Emotional Intelligence and Conflict Management.
3. Emotional Intelligence and Job Stress.
4. Emotional Intelligence and Job Performance.
5. Emotional Intelligence and Other Work Place Outcomes.

Prof. Mithilesh Pandey

I am not a psychologist but i believe that if a manager treat his employee by considering their problem then many organizational problem can be solved. because emotionally stable employee

can be dangerous for organisation, otherwise he can create trouble in the organisation. We all are very much clear that Indian are very much emotional they believe in human value. Therefore they must be treated in proper ways to motivate them. His social value must be considered. A good Leader use always this value and continuously make fool to the public. Anna Hazare has also use emotional intelligence to mobilize the public of India.

Mr. Stephen Narayanan

Actually those with High Emotional Intelligence are either Nut-Cases or Gone Cases. It is my personal observation and I may be wrong (and I wish I am)..but during my interactions with several people in my earlier stint in Entertainment Sector...I found many individualsyou could call them highly intelligent people....but their personal lives were nothing short of disaster. If the person is rated as Intelligent with high emotional element...they could either be extremely dangerous (like the Charles Shobraj quote) and there are many others too in Police manuals across the globe....Actually people who are emotionally intelligent are themselves in dire need of Help and Support to overcome their Weakness. They cannot accept even a small set-back and break down completely in comparison to others. End result...as my opening lines must have been shocking to most....is that they would end up needing Psychiatric Help. There is an Urgent need for all concerned to instill the habit of overcoming setbacks in life early than allowing the individuals to become Highly Emotional which could lead to a condition called : Schizophrenia.

Prof. BNV Parthasarathi

Dear Friends,

I opine as under-

Emotional intelligence is one of the components of the total spectrum..

Human beings comprise of five dimensions-Body,Mind,Heart,Soul and Spirit

These five dimensions are identified with -

Body- Physical/economic

Mind- Mental

Heart- Social/emotional

Soul- Wisdom

Spirit- Spiritual

Awareness of the functions of these five elements can be termed as the respective intelligence (eg- Heart is identified with emotional intelligence) . While body represents the first level /stage of intelligence ,spirit represents the highest level/stage of intelligence.

Depending on what level a person is positioned a leader has to focus on that particular level of intelligence to motivate that person.

Dr. Prabhakar Waghodekar

Just two whats:

- 1.What is the relationship between Ego States (Child, Adult and Parents)and EI?
- 2.What is the relationship between life positions and EI?

Dr. RP Singh

Yes, I agree with. Ms. Prasad that many of the explanations of EI are completely at variance with true concept of EI. Linking Shobhraj with EI is height of this variance. A person with high intelligence will never ever do anything against societal norms nor sacrifice his effectiveness in personal or professional life for petty gains. He may face hurdles in life but will face them squarely with his personal competencies and most of the times will come out successfully.

Dr. Param D Singh

Thank you, Ms. Neena Prasad! So very often we see discussions on specifics becoming generalised, with the colloquial understanding of a term or subject making us go off on a tangent, and as a result really getting us nowhere!

The various types of intelligences became apparent in neuroscience after psychology and psychiatry, including mass behaviour, industrial / organisational psychology, etc., informed about the existence of various traits in human behaviour with probable causes. Combined research has led science to our present understanding of what these are, as well as the most probable cause for their existence - genetics, environment, combinations, multifactorial, and so on. (The "research" is by no means complete!). Some of these "intelligences" and traits are "inborn", some acquired, with possibilities of being learnt with practice under guidance. All of us have emotions but we may or may not be "emotionally intelligent" enough to recognise emotions that we evoke in ourselves and others with our behaviour, utterances, body language, and then get "surprised" at how "what we intended" has been "misunderstood", or fail to have seen what someone else meant and how or why we understood it all wrong. This ability to recognise meanings of emotions in others or ourselves is also present in all of us to varying degrees, and this emotional intelligence can be very strong in some individuals, almost as a natural trait. However, like leadership, and many other traits, it is possible to train ourselves or get ourselves trained under an expert to become emotionally intelligent at work, within society, with our family members and most importantly, with ourselves.

This is what the subject of emotional intelligence is talking about. We, as tutors, perhaps need to be emotionally intelligent when dealing with the subject of imparting knowledge and skills to our charges, as well as during staff / committee meetings, and exhibit a balanced, "intelligent" profile with them. At the least, we need to be well informed and knowledgeable about these "hot" topics.

As suggested by some members, we should all go through the recommended readings, and perhaps "re-open" this discussion when we're more aware in order to exchange the wisdom we might have acquired after reading authentic texts on the EI subject!!

A short word about "spiritual intelligence" - thanks for bringing this out, Prof. Goel - it is an important factor in human behaviour, being more and more recognized and referred to now! Perhaps we should request some knowledgeable members to inform the rest about this, and suggest reading materials on Spiritual Intelligence!!

Mr. Stephen Narayanan

I had shared my views on the Topic which perhaps were colored by my own exposure to people in my Career Span in varied sector. To quote an example or two :

During my tenure in Music World Entertainment Ltd. as Asst. Manager - Merchandising of International Music Division in Ahmedabad Store, just a day after the massive Quake on 26th Jan,2000 which Killed many people throughout Kutch & Ahmedabad, we opened the Store at usual time of 9.00 a.m. and just around 10.00 a young gentleman with a lady companion entered the store and started hunting for Old Labels across the Repertoire of Hindi & International Music (R & B) and had good knowledge of what he wanted...I was called from back office to assist him in suggesting titles and that single individual finished his Purchases totaling a single bill of Rs.22,000/-. Around 11:30 a.m. our Boss called up from the Head Office in Chennai and was concerned for the safety of staff and also worried that if the aftershocks which usually follow a high magnitude quake should happen when customers are in Store, the Company may end up having to pay through its nose in case of any injuries and was mocking that with people dying all around there wasn't any chance of sales happening and as was his habit he asked: By the way what is the score (meaning sales), I told him Sir one billing only and amount 22K which sent a more high intensity shockwave into him than the earthquake after shock.....even 11 yrs after the incident I am unable to figure out exactly what that couple was shopping around for Music when all around there was grief and losses.

Another time again a set of a couple Customer....a combination of Beauty & the Beast literally coming true....the lady so fair and beautiful and the man....his face was a nightmare...maybe some burn accident which completely destroyed his face which the Hospital must have had a challenging restoration work...his eyes were very intense and searching with a lot of sadness and suffering in them....all my Floor Shop boys and girls - Customer attendants were scared to go near the man and kept a safe distance leaving them to do their searching....I just walked into the store after a trip to a Dealer...and found this gentleman hunched over the International Music

Section....before the floor guys could approach me I was over to the section with the intention to Help...and Queried to him from behind him....he turned around....and I must say that it took a whole lot of will power and a lot more in me to keep my expression normal as I knew I couldn't afford to Hurt that person....whom fate/destiny had punished him for no fault I knew about. But may be by the habit the flow of talk when it was a discussion on Music and Old bands...drew my natural interest and I found it easy to talk,share & discuss with him. He offered me for a Cup of Coffee in the Coffee Shop "Qwikys" inside our store itself and I gladly gave him company while his lady finished her shopping and billing.When we finally shook hands before he left....I saw genuine warmth in the eyes of that gentleman....that made my day. After they left, my attendants came to me and asked me how I was able to remain normal without showing any hesitation while dealing with that scared man....I didn't have an answer there.....

In both the above Cases, I dealt with Humans who were far more Intelligent...emotional....but the learning experience was mine. Life has a lot to teach us...but the question is are we prepared for the sacrifices to really Learn the Lesson?

Principal Rani Verma

Sanskaras inherited from family, learned from community and eco system build Emotional Intelligence. It get superimposed on inherent Emotional Intelligence.

Consequences of emotional behaviour also effect EI. E.g an angry employee does not open his mouth before the boss. The worst boss keep his mouth shut before his wife.

In a given Eco System routine behaviour becomes habit and regular repetitions get converted in to Sanskaras and EI. Planned interventions form EI of a group, organization, community e.g Army Training.

Dr, Daniel Goleman says that Emotional Intelligence consists of four parts viz self awareness,managing our emotions , empathy and social skills / social intelligence. He also talks about emotional maturity and meditation which he has learnt from India.

Dr, Daniel Goleman has done outstanding work in the field of EI. But the fundamental lies in Patanjali Ashtanga Yoga. It provide Road Map to EI development and control. Yama develops social skills, Niyama builds self skills. Pranayama teach how to control your mind which determine your EI under induced situations. Pratyahara trains you to control your EI. Dhyana , Dharana leads you to goal.

Important to note that commercial people put the things in beautiful showcase which does not allow you to reach basics but Indian System starts with basics.

Dr. Prabhakar Waghodekar

I disagree with the following:

"Dr, Daniel Goleman has done outstanding work in the field of EI. But the fundamental lies in Patanjali Ashtanga Yoga. It provide Road Map to EI development and control. Yama develops social skills, Niyama builds self skills. Pranayama teach how to control your mind which determine your EI under induced situations. Pratyahara trains you to control your EI. Dhyana , Dharana leads you to goal."

Please see the attachment and note, as I have understood/practiced, the followings:

1.

Ashtang Yoga is the scientific process meant for self-realization, salvation. EI development and its control are the by product.

2.

Yama helps generate (5) values (abstract material), as propagated by Vaedhaman Mahaveer or Budhdh.

3.

Niyamas are some rules like self-study, self-contentment, etc., (abstract material).

4.

When one is ready he turns to gross body practicing Asanas.

5.

Then one moves to Pranayama, more subtle than body material.

6.

If a man practices 2 to 5, one develops personality and social cordial relationships.

7.

It is enough for a person like you and me to practice 2 to 5. Else to move ahead, go to Pratyahar, retraining of senses and mind too.

8.

Then have relaxed total awareness called mediation.

9.

Then Dharana, hold and consolidate what one has achieved, sharpen the wits.

10.

Be one with cosmos.

Please remember during the stages Pratyahar onwards, one starts withdrawing slowly from worldly affairs as one knows the importance of these, and finally one prefers to leave the body, self-realization.

Our development in psychology is more subtle than the Western. It is necessary to carry our further research rather than depending upon the Western findings. This will be a real contribution to man as Patanjali did 2500 years ago. Do more and more research and make the world happy.

Principal Rani Verma

Prof Prabhakarji has given classical view which I appreciate.

Due to commercialization of Yoga the basic meaning of Yoga is lost. The basic meaning of Yoga is Yuj i.e to unite or integrate with the goal of life which can be spiritual, career , materialistic, social or anything Ashtang yoga provide path to reach the goal.

In most of the literature we find the classical view of Ashtanga Yoga i.e Spirituality as goal. We are doing research on application of Yoga in Education. We focus on education and career related goals.

I have read excellent contribution by Waghodelkarji on Spirituality which I am attaching herewith to refresh the thoughts.

Also find attached here with presentation on Personality Improvement through Ashtang Yoga made at International Conference on Yoga at Kaivalyadham Lonawala Maharashtra.

Mr. Stephen Narayanan

I guess we can suggest Dr.Daniel Goleman to undergo Yoga under Baba Ramdev and may be this experiment would perhaps throw new light on EI... We have always given more predominance to Western Influences but there have been instances where our very own expertise has been picked up by Westerners and modified to suit their requirements. On a recent Discovery Channel Programme on Fights.....I was pleasantly surprised to see in that programme two U.S. Fighters who came down to train in the ancient martial arts practice of South...known as : KALARI...which has the use of short sticks, swords and bucklers and the trained art of fighting with kicks,throws and hits at certain body parts. The two Americans stayed in Kerala for 3 weeks picking up the finer nuances of fighting and culmination of the programme was their participation in Tournament.