

EMOTIONAL INTELLIGENCE



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Piper movie



Emotional Intelligence

Emotional Intelligence (EI), or Emotional Quotient (EQ) is the ability of people to recognize and acknowledge the presence of their own emotions and those of others; to discriminate between different feelings and categorize them appropriately and to use emotional information to guide thinking and behaviour.

	Personal (or Intrapersonal)	Social (or Interpersonal)
Awareness of feelings	Recognising our own feelings	Recognising the feelings of others
Behavioural response to feelings	Managing our own feelings effectively	Taking account of the feelings of others.



Also..

- “Emotional Intelligence describes abilities distinct from, but complementary to, academic intelligence.”
-- Daniel Goleman
- IQ can help you to be successful to the extent of 20 percent only in life. The rest of 80 percent success depends on your EQ.
- IQ is used to determine academic abilities and identify individuals with off-the-chart intelligence or mental challenges. EQ is a better indicator of success in the workplace and is used to identify leaders, good team players, and people who best work by themselves.



EQ vs. IQ

The skills sets that are an essential requirement for the possession of a great Emotional Quotient are, namely :

- Self-Awareness
- Motivation
- Self- management
- Social Skills
- Empathy



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Which is more important?

IQ

or

EQ

The Significance ...



IQ
MAY GET YOUR
FOOT IN THE DOOR

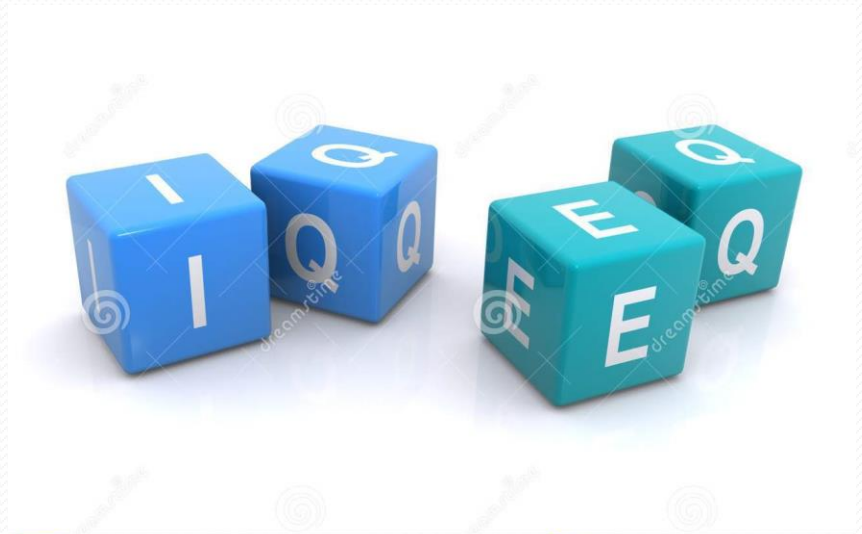
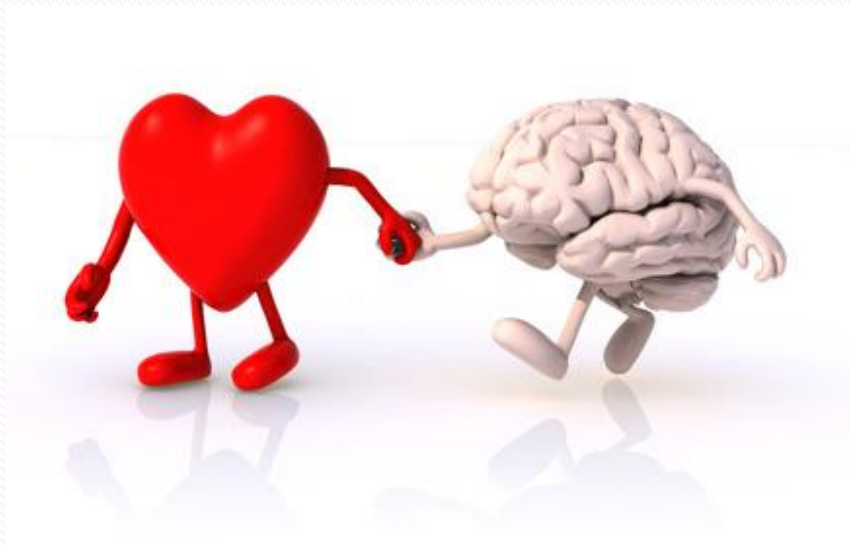
EQ
WILL DETERMINE HOW
FAR YOU GO

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Must work in tandem..



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Physiology and Emotion

- Important to understand how our brains process basic and higher level emotions.
- This shall increase our awareness of how we sometimes react the way we do.
- Emotions and our body have a very close relationship.
- This in turn has a huge effect on the health of the organizations that we work for.



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Why is
EI so
Important?



www.readysetpresent.com

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Because ..

EI has been proven to :

- Increase workplace productivity
- Reduce Stress
- Moderate Conflict
- Promote Understanding and Relationships
- Foster stability and continuity
- Heighten self-awareness



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EI in the workplace identifies with ..

- Teamwork
- Leadership
- Successful relations
- Service orientation
- Initiative
- Collaboration



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Group El..

YES! It applies to groups as well and not JUST individuals; simply because in the organization, it is groups that steer the name of the organization forward. Teams are formed and the synergies created by the convergence of the ideas and work of individuals is what eventually gives shape to an organization's present as well as future.



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Why and What are they.. ?

Emotions motivate us and build trust.. The physiological and psychological signs are as follows :

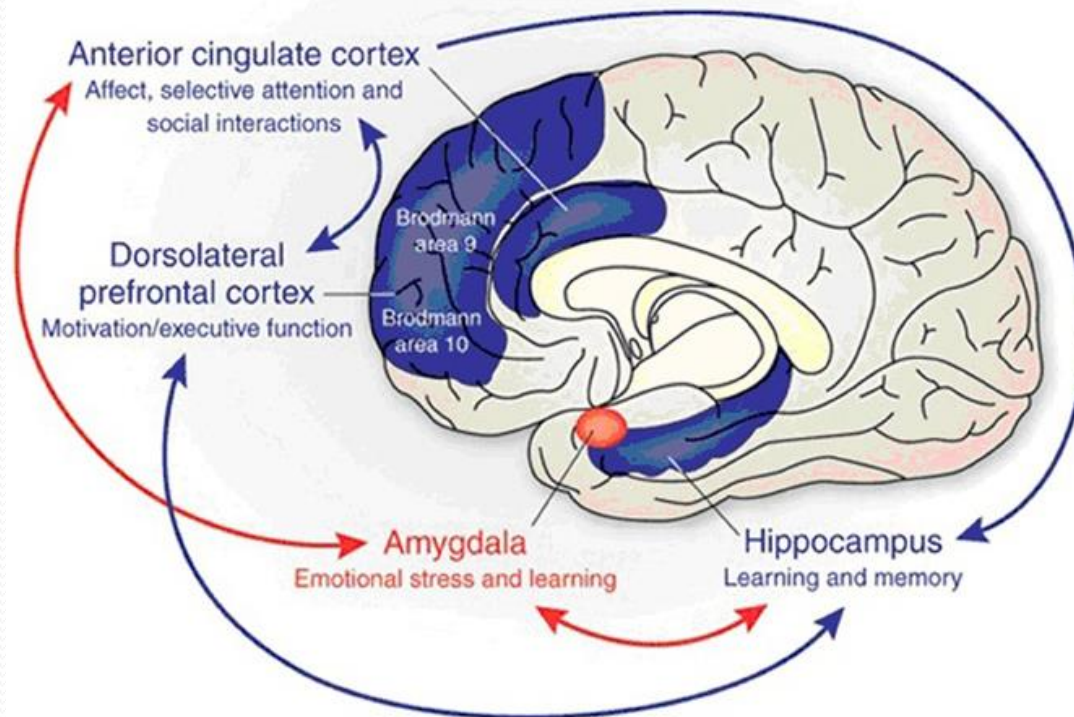
- The bodily changes include heavy breathing, pounding heart, flushed face, sweating palms, enhanced pulse rate and gland secretions of various kinds.
- The psychological changes include a state of excitement and/or perturbation, marked by strong feelings.



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Where do emotions 'generate'

The corticolimbic system





IN

EI essential for Stress Management

An office space, in the public sector as well, can, at times have a complex and stressful environment; wherein communication gains to attain paramount importance. EI, mitigates the amount of stress.



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EI in the Human Resource function

- The HR function deals particularly with strong interpersonal aspects of EI such as valuing others, empathy and connecting with others; sometimes even outside of office space.
- It is the HR function that sees into the progression into senior leadership roles that expand their strategic influence within organizations. It is incumbent upon not just HR professionals but the top leadership as well.



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DIMENSIONS OF EMOTIONAL QUOTIENT

- Realistic Orientation
- Self Assertion
- Impulse Control
- Empathy
- Communication and Cooperation
- Optimism
- Self- Awareness
- Innovative/ Creative instincts
- Risk Taking
- Analytical
- Social Self/ Effective relationship
- Enterprising
- Well Adjusted
- Artistic

IQ vs EQ

- *It is said that while IQ ensures your success in school, EQ ensures your success in life.*
- Suppose you find out about a problem at your office. You know the facts and the reason behind the failure. That is your IQ. When you use these to motivate your employees, that's your EQ. If you know the facts, but are unable to empathize with your employees. You berate and demotivate them, you have a low EQ. When you try to convince someone by facts alone, it shows your IQ, but when you appeal to his emotions and reason together with the use of facts, that's your EQ!
- So far as the technicalities are concerned, the results of an IQ test and an EQ test may be very different. For instance, children with autism tend to have a high IQ, but they usually have a low EQ count.

EQ N IQ

The Heart-Brain Connection



EQ gets you through life

vs.

IQ gets you through school

Sympathy Vs. Empathy



EQ vs IQ

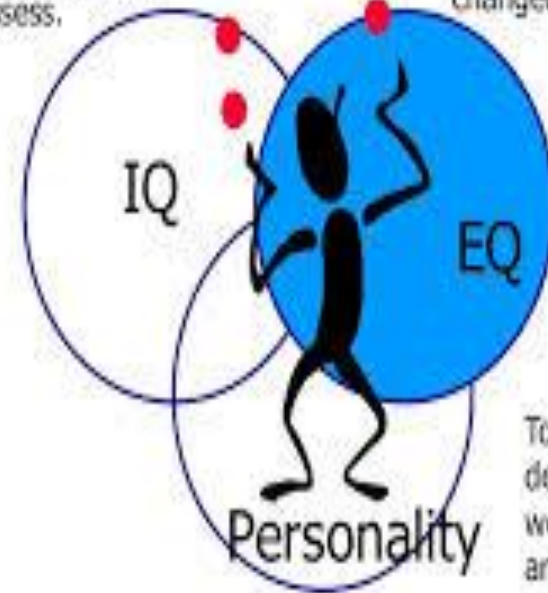
- *The most important difference between the two is that while **EQ can be learned, IQ is something that a person is born with.***
- You cannot alter a person's intelligence or reasoning powers. However, you can teach him to handle emotions and to make them work for him. That is the greatest difference between the two and perhaps the greatest advantage of EQ!

Coaching the Whole Person



IQ, EQ & personality are qualities we possess.

EQ is the only quality that is flexible and can be changed and developed



Together they determine how we think, feel and act.

Why Emotional Intelligence is More Important Than IQ

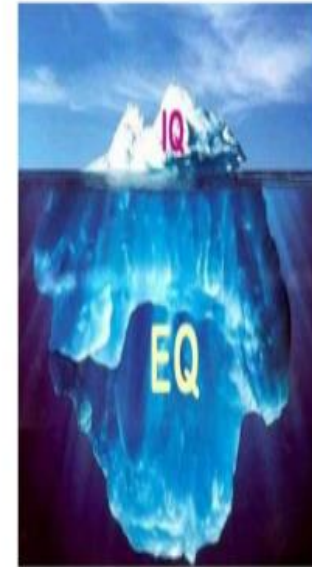
IQ gets you hired

EQ gets you promoted

- Here are the top five reasons why your emotional intelligence determines your success in life.
1. **Overall impact on success.**
- It has been said that your IQ can land you a job but your lack of EQ can get you fired. Your IQ only accounts for 20% of your success in life. Your emotional intelligence and social intelligence are much greater determinants of the success you will achieve in life.

IQ VS EQ (Intelligent Quotient Vs Emotional Quotient)

- ❖ A research shows that IQ can help you to be successful to the extent of **20 percent** only in life. The rest **80%** depends on **EQ**.



Why Emotional Intelligence is More Important Than IQ

2. Delayed gratification.

- Delayed gratification is the top predictor of future success. People who are able to pay the price today and delay the rewards are much more likely to succeed in life.

Unfortunately we have become a nation seeking instant gratification. This shows up in our everyday lives in the foods we choose to eat, the buy now pay later way of life, our inability to follow an exercise regime and putting mindless entertainment ahead of self-development.

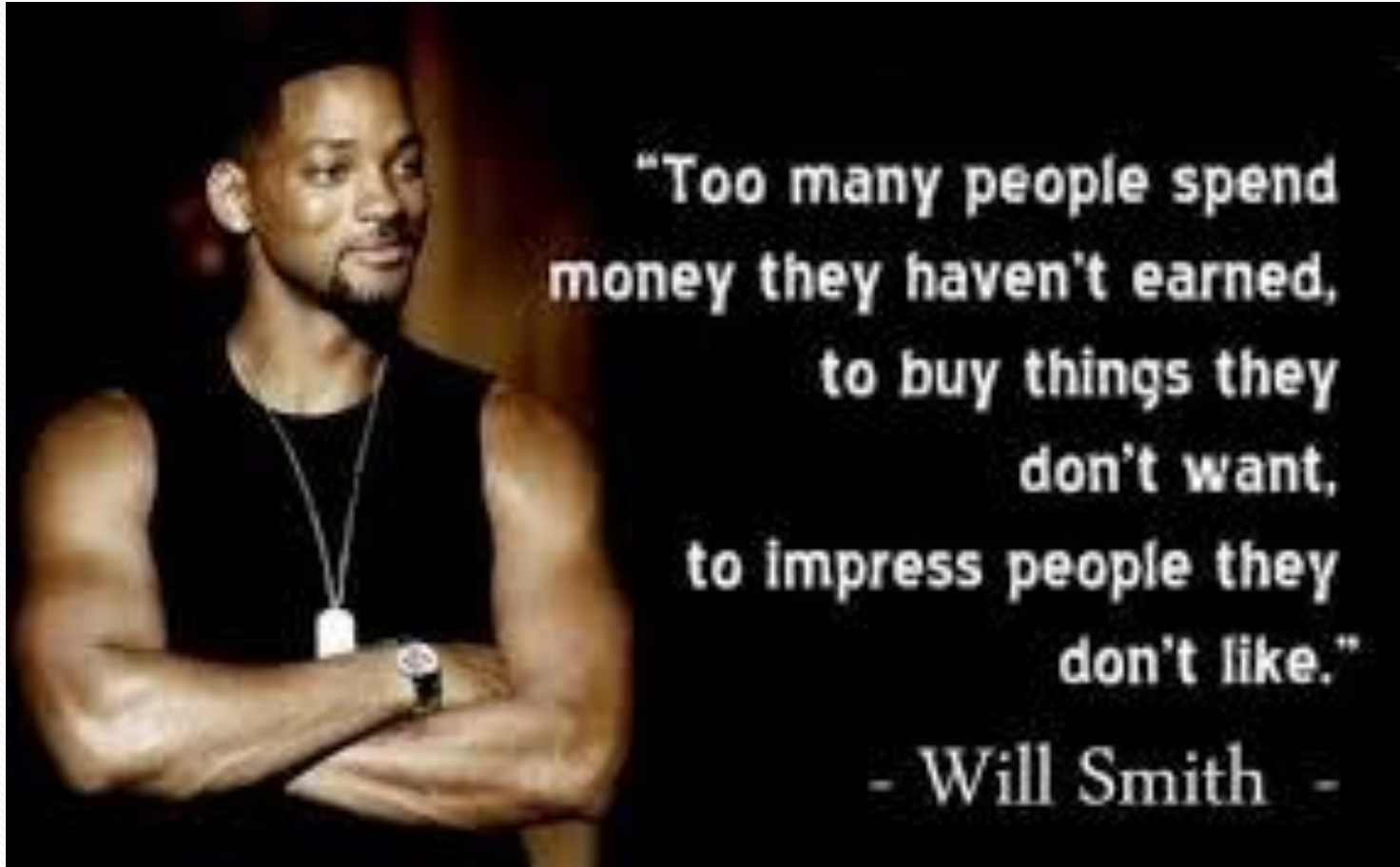
The ability to
DISCIPLINE YOURSELF
to delay gratification in the
short term in order to enjoy
greater rewards in the long
term is the indispensable
prerequisite for success.

MAXWELL MALTZ

WWW.VERYBESTQUOTES.COM

NetworkingHQ.wordpress.com





**"Too many people spend
money they haven't earned,
to buy things they
don't want,
to impress people they
don't like."**

- Will Smith -

Why Emotional Intelligence is More Important Than IQ

3. Our relationships with others

- Our emotional skills have a direct and important bearing on our relationships with others. We need to understand our feelings, where they come from and how to properly express them. We will not maintain healthy relationships unless we can control our emotions, communicate our feelings in a constructive manner and understand the feelings of others

Why Emotional Intelligence is More Important Than IQ

4. Impact on our health

- There is a direct connection between our emotional health and our physical health. If our lives are filled with stress, our physical health suffers. It has been estimated that well over 80% of our health problems are stress related. We experience stress primarily because we are not comfortable emotionally. We need to understand the link between our emotional health and our physical health.

Why Emotional Intelligence is More Important Than IQ

5. The connection between poor EQ and rising crime

- Children who have poor emotional skills become social outcast at a very young age. They might be the class bully because of a hot temper. They have learned to react with their fist rather than reason. Poor social and emotional skills contribute to poor attention in class and feelings of frustration. They rapidly fall behind and make friends with others in the same boat. There is a direct path to crime that starts early in life. While there is no doubt that family and environment are great contributors, the common thread is poor emotional and social skills.



FOUR DOMAINS OF EMOTIONAL INTELLIGENCE

I. Self Awareness	II. Self Management	III. Social Awareness	IV. Relationship Management
<p>*Know your story and how it affects you</p> <p>*Make peace with your past</p> <p>*Know your beliefs, your emotions and your behavior patterns</p> <p>*Know your relationship patterns</p>	<p>*Develop skills for breathing and relaxation</p> <p>*Learn positive, self-affirming beliefs</p> <p>*Develop self-soothing and self-motivation skills</p> <p>*Maintain good physical health</p>	<p>*Understand nonverbal communication</p> <p>*Develop a positive view of others</p> <p>*Understand the basic emotional needs</p> <p>*Understand "games" and personal integrity</p>	<p>*Develop skills for reflective listening and empathy</p> <p>*Develop skills for assertive communication</p> <p>*Learn conflict resolution skills</p> <p>*Learn skills for support & affirmation of others</p>

LEARNING POSITIVE ATTITUDE & REGULATING ONE'S EMOTION

Emotional Intelligence & Empathy

The public rejected our new chilli pepper & mustard sauce!
The Team were DEVASTATED!



But we RALLIED!
We reviewed & revised the recipe...

Now we have the HOTTEST SAVOURY SAUCE ever to sizzle up the sales charts!



Emotional intelligence (or EI or EQ for short), is now seen to be essentially about how intelligently a person uses their knowledge of people and emotions to help them achieve work or job success, rather than cognitive abilities such as mental processing speed or the ability to learn new concepts quickly or easily. Put another way, EI is the innate ability to feel, use, communicate, recognize, remember, learn from, manage and understand emotions (ours and others) and act in positive and empathetic ways for the good of the team or the wider enterprise as a result. Everyone is therefore "emotionally intelligent" to some extent, but we differ in how we use our knowledge of emotions with others, especially in the often highly pressured work environment.

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EQ-IQ MOVIE



SELF

SOCIAL

RECOGNITION

Self Awareness

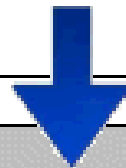
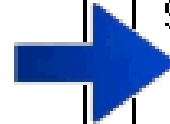
Self-Confidence

Emotional Self-Awareness
Accurate Self Assessment

Social Awareness

Empathy

Organizational Awareness
Service Orientation



REGULATION

Self Management

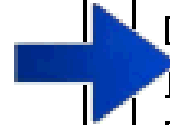
Self-Control

Trustworthiness
Conscientiousness
Adaptability
Achievement
Drive to Succeed
Initiative

Relationship Management

Influence

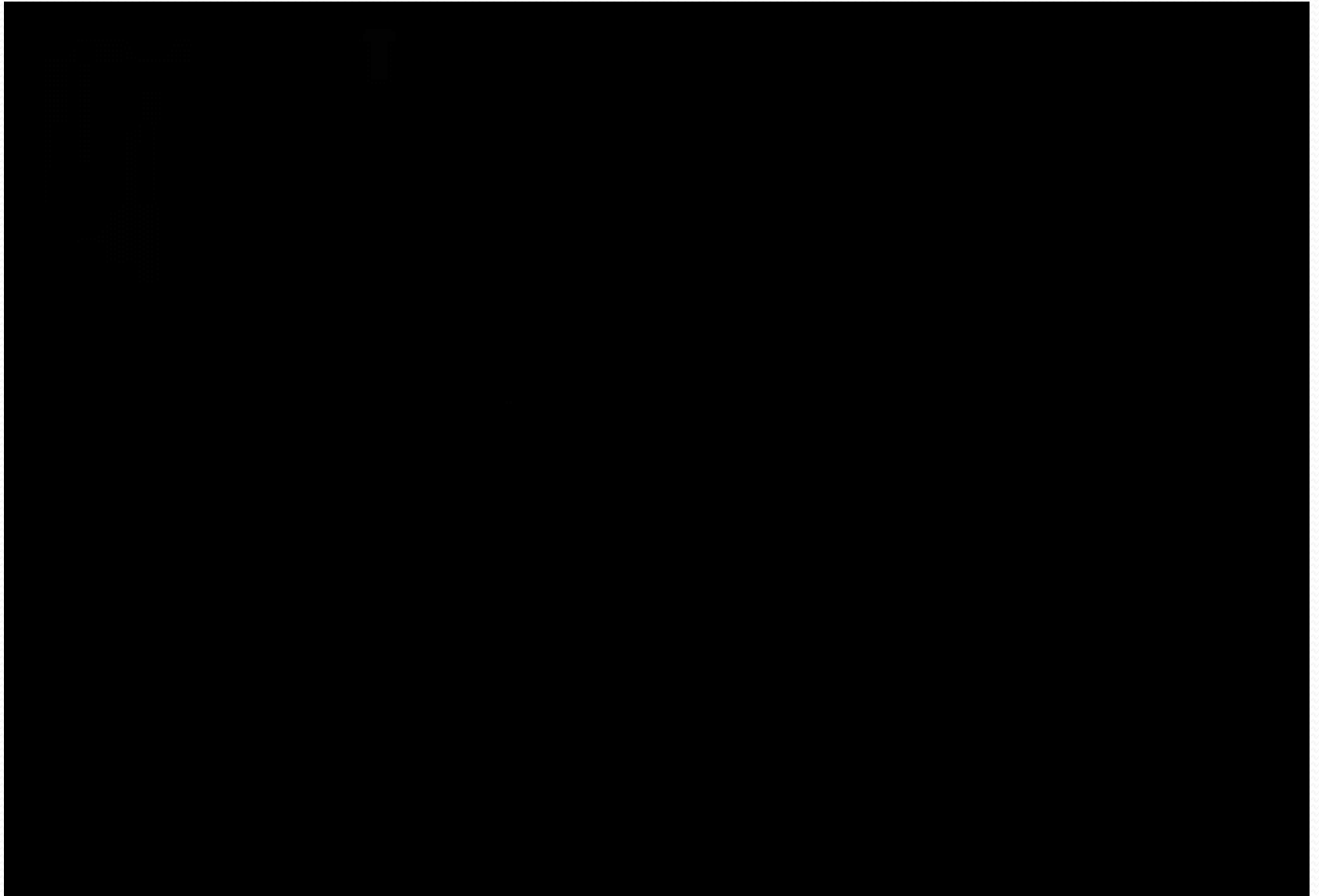
Inspirational Leadership
Developing Others
Influence
Building Bonds
Teamwork & Collaboration



A 1997 Case Study on Emotional Intelligence

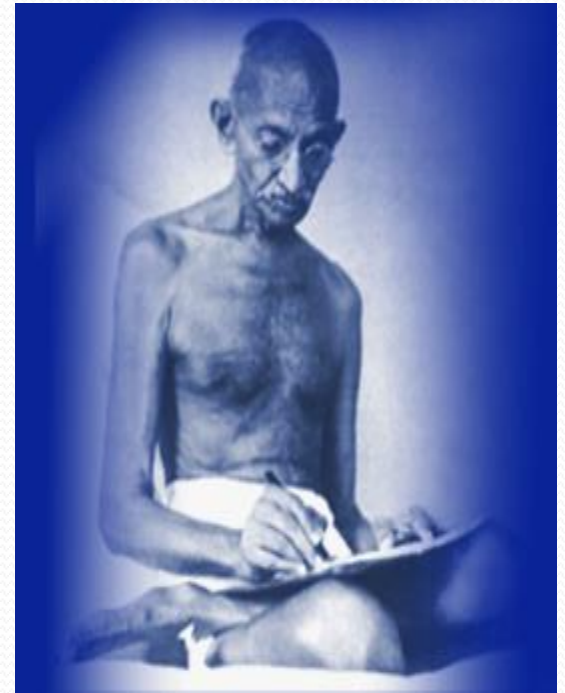
- In a 1997 study, research in 15 global companies showed that 90% of success in leadership was attributed to emotional intelligence, and specifically, the factors of teambuilding, influence, organizational awareness, self-confidence, inspiring leadership, and having a high achievement drive.

Taj Case Study



A LEADER

- Leadership is about raising the aspirations of followers and enthusing people with a desire to reach for the stars. For instance, Mahatama Gandhi created a vision for independence in India and raised the aspirations of our people.
- Leadership is about making people say, *'I will walk on water for you.'* It is about creating a worthy dream and helping people achieve it.



Dalai Lama

- Promotes basic human values in the interest of human happiness
- Principle centered behavior and approaches to life
- Virtuous
- Focus on the survival of peoples' identities, cultures and religions – specifically Tibetan people
- Opposes the use of violence in any context- employ peace whenever possible.
- Practice compassion
- Practice forgiveness
- Empowers people with his acts of justice, peace and wisdom

Low Emotional Intelligence

High Emotional Intelligence

Aggressive
Demanding
Egotistical
Bossy
Confrontational



Assertive
Ambitious
Driving
Strong-Willed
Decisive

Easily Distracted
Glib
Selfish
Poor Listener
Impulsive



Warm
Enthusiastic
Sociable
Charming
Persuasive

Resistant to Change
Passive
Un-Responsive
Slow
Stubborn



Patient
Stable
Predictable
Consistent
Good Listener

Critical
Picky
Fussy
Hard to Please
Perfectionistic



Detailed
Careful
Meticulous
Systematic
Neat

“What having emotional intelligence looks like is that you’re confident, good at working towards your goals, adaptable and flexible. You recover quickly from stress and you’re resilient.”
~Daniel Goleman.





**THANK
YOU**

