

# Applications

## Of Emotional Intelligence

# What is emotional intelligence?

- EQ refers to someone's ability to perceive, understand and manage their own feelings and emotions.

Psychologist Daniel Goleman says it has ***five core components***:

1. Self-awareness – the ability to recognise and understand your moods and emotions, and how they affect others
2. Self-regulation – the ability to control impulses and moods, and to think before acting
3. Motivation – being driven to pursue goals for personal reasons, rather than for some kind of reward (the opposite is external motivation)
4. Empathy – the ability to recognise and understand others' motivations, which is essential for building and leading teams successfully
5. Social skills/ Interpersonal relationships – the ability to manage relationships and build networks

# SIGNIFICANCE OF EMOTIONAL INTELLIGENCE (EI)

- Emotional intelligence broadly means having an awareness and understanding of one's own emotions and also of those around you. It also means making use of this understanding for effectively managing our own emotions and for nurturing relationships in a positive manner.
  
- Emotional intelligence has the potential to influence our behavior and its outcomes in myriad of fields, be it our social relationships or professional performance

# APPLICATION OF EI IN EDUCATIONAL SETTINGS

- As Plato said centuries ago, all learning has an emotional base. It is increasingly being realized that emotional development not only leads to better academic performance, but also better social competence and overall development of the student.
- Schools are learning communities, where the teachers and the students interact within an environment of knowledge sharing and sustained development of the youngsters as productive members of the society

# Fostering Emotional Intelligence in Students

Emotional intelligence has been found to predict better academic performance and social skills (Shanwal, 2004). Also, studies have indicated strong relationship between students' emotional intelligence and their classroom behavior.

Emotionally intelligent children demonstrate high skill in managing one's emotion, demonstrate a sense of subjective well-being and show adaptive resilience in the face of future stressful circumstances (Saarni, 2000).

# Fostering Schools as Emotionally Intelligent Communities

- School is a learning community. It is a place where transfer of knowledge takes place not only through formal channels, but also through numerous informal channels and activities.
- Fostering schools as emotionally intelligent community is to create an environment which makes all stakeholders (students, parents, teachers and the school administrators) feel safe, supported, appreciated and connected.

(Brackett, Alster, Wolfe, Katulak & Fale, 2007). These researchers emphasize that SEL programs integration at school level must focus on:

- Teaching children to apply social-emotional skills both in and out of school
- Building connections to schools by creating a caring and engaging learning environment.
- Providing developmentally and culturally appropriate instruction
- Enhancing school performance by addressing the cognitive, affective and social dimensions of learning
- Encouraging school-family partnerships
- Including continuous evaluation and improvement.

# APPLICATION OF EI AT THE WORKPLACE

Interpersonal competencies and social skills are crucial assets for achieving success at work. With the increasing complexity of tasks, collaborations across countries and cultures and increasing business negotiations, emotional intelligence has been recognized as the central pillar of professional success.



# APPLICATION OF EI FOR HEALTH, MENTAL HEALTH AND WELL-BEING

- EI can potentially contribute towards day-to-day functioning in various domains, a large body of research has accumulated that claims beneficial impact of EI on health, mental health and well-being.

- Interpersonal and intrapersonal skills that are essential components of EI contribute to positive relationships with others and the capacity for mastery over one's environment that allow for personal growth, a sense of meaning in life, and self-actualization (Zeidner & Olnick-Shemesh, 2010; Friedman & Kern, 2014).

# APPLICATION OF EI IN INTERPERSONAL RELATIONSHIPS AND MANAGING CONFLICTS

- Conflict has been defined as “a process in which one party perceives that its interests are being opposed or negatively affected by another party” (Wall & Callister, 1995).
- The behavioural patterns that individuals employ to deal with conflicts or the conflict management styles (Moberg, 2001) have been differentiated on two dimensions, concern for self and concern for others (Blake & Mouton, 1964; Rahim & Bonoma, 1979).

- Concern for self refers to the degree to which individual attempts to satisfy his or her concern.
  
- Concern for others refers to the degree to which individual attempts to satisfy concern of others.

# 1 Leadership and Professional Development



# 2

## Selection and Performance Profiles



# People with high emotional intelligence are better at motivating themselves

- According to Goleman's model, those with a higher EQ have a greater ability to self-regulate, and higher levels of motivation – which can in turn reduces their tendency to procrastinate, leads to improved self-confidence, and enables them to focus on achieving long-term goals.

- “Businesses depend on the people who work for them to be highly engaged, to be able to adapt quickly to internal and external changes, and to show fresh thinking and come up with new ideas,” psychologist Dr Martyn Newman told *People Management* in 2017.
- “The set of skills we need to meet these needs are rooted in our emotional and social behaviours – and studies also show that, as you grow a culture of emotional intelligence in your organisation, levels of absenteeism drop, and engagement levels increase.”



# 3 Development and Strengthening of Teams and Divisions/Functions



- While leaders and managers with a higher EQ can help teams to collaborate more effectively and identify the specific drivers that motivate individual employees, teams can also develop an emotional intelligence all of their own.
- A seminal 2001 study by Vanessa Urch Druskat and Steve B Wolff found that *team EQ is a significant factor in determining overall performance.*

- Writing in *Harvard Business Review*, they said: “Our research shows that, just like individuals, the most effective teams are emotionally intelligent ones – and that any team can attain emotional intelligence.
- By working to establish norms for emotional awareness and regulation at all levels of interaction, teams can build the solid foundation of trust, group identity, and group efficacy they need for true cooperation and collaboration – and high performance overall.”

# 4

## Interactions and Agreements with Customers and Suppliers



# Emotionally intelligent workers go further in their careers

- EQ affects the everyday decisions employers make, such as promoting, hiring and firing employees.
- Nearly three-quarters (71%) of hiring managers surveyed by Career Builder in 2011 said they valued an employee's EQ over their IQ. A further three-quarters (75%) said they would be more likely to promote an employee with high emotional intelligence. More than half (59%) said they wouldn't hire a candidate with a high IQ and low EQ.

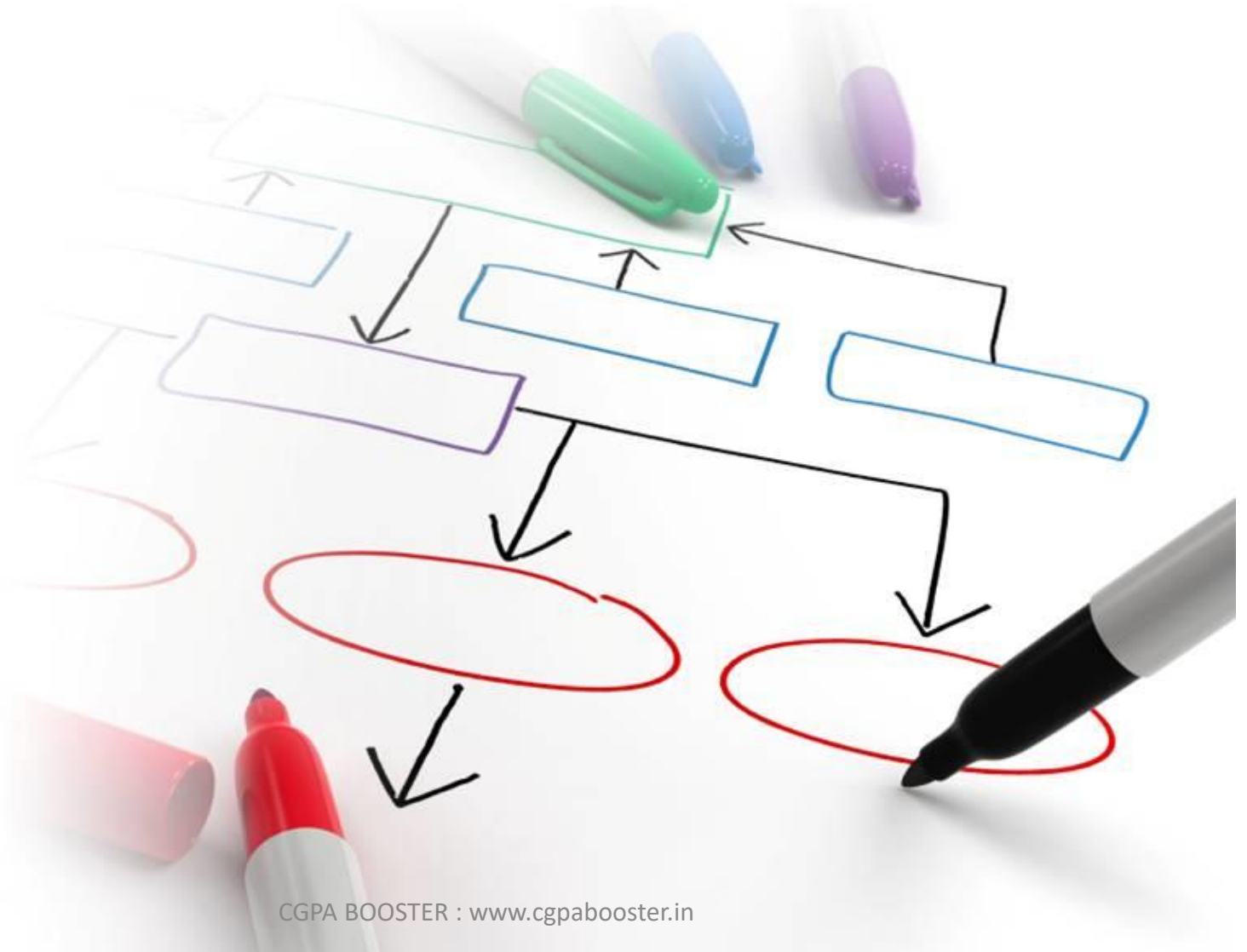
# 5 Development and Strengthening of Culture and Climate



# EQ can have a major impact on mental wellbeing

- Those with a high level of emotional intelligence typically have a happier outlook on life and more positive attitude than those with a lower EQ.
- They are also better at identifying and empathising with other people's points of view – an essential trait for preventing and resolving conflicts at work.
- With a better understanding of our emotions, we can communicate our feelings in a more positive manner.
- We can also understand and relate to our colleagues, which can lead to better working relationships.

# 6 Improvement of Process





# Emotional intelligence can also be a factor in physical health

- While studies have shown links between EQ and mental resilience and wellbeing, there is less scientific evidence of the link between emotional intelligence and physical health.
- But, given the impact of stress on, among other factors, our ability to sleep, exercise, and make healthy eating choices, it stands to reason that being better able to cope with the strains of daily life can have a positive impact on our physical health, too.

1. Organizations
2. Relationships
3. Education
4. Counselling
5. Research
6. Hospitals/Clinics
7. Everyday life