ROLE OF EMOTIONAL INTELLIGENCE IN PERSON’S LIFE

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Abstract - Emotional intelligence is the base of solid decision making, which is at the center of constantly high performance. The study of emotional intelligence in general, emphasise that the person with high emotional intelligence are living their lives successfully and happily. People can cultivate “the wisdom-born of experience” at any age by using EQ knowledge, self-awareness and experiential learning about managing their emotions. A person can raise their EQ!

With practice, people stop reacting based on the emotions of the moment and start choosing to make better decisions that drive better results. Emotional intelligence training helps individuals learn to activate their inner motivation, which is a much more powerful source of motivation than external factors alone. Learning more about emotional intelligence can help individuals and teams develop into a fleet of top performers while creating an energized, healthier society.

Keywords: Emotional Intelligence, EQ, performance, stress, person, health

Introduction

Humans are built to connect with each other. We are always subtly in tune with and affected by the emotions and actions of those around us, biologically predetermined to build connections with other people. We work in teams because we intended to do that. Our emotions are fundamental to decision making. Brain scans reveal that the areas of our brain that produce emotion, make decisions and take action are densely connected to each other. Everyone is capable of near-instantaneous response to the world around them, which explains how easy it is to have a knee-jerk reaction based on emotion. But we are also capable of choosing to pause, recognize what we’re feeling and think before responding. What we choose to do, can make the difference between bad decisions and that produce outstanding results. We can understand this by an actual case study.

Reeta, a 46 years old digital marketing professional, happily married and mother of two teenage children. She has a loving and supportive family and a network of friends whom she can depend on; others are able to depend on her as well. Her colleagues describe her as friendly, energetic, and caring. Not too long ago, Reeta received the tragic news that her father passed away suddenly as a result of a heart attack. Reeta had a close, loving relationship with her father. Losing him caused her much pain. She took some time off work to reflect and heal. Together with the support of her family and friends, she has been able to cope effectively with the loss of her father and has found comfort in the meaning of her life. She has gradually returned to her regular routines at work and at home, and Reeta is now calmed by the cherished memory of her father.

Ajay is a 63-year-old man who has been struggling with depression at different points throughout his life. He tried doing meditation but didn’t find helpful. Now he is taking antidepressant. He is often worried, feeling anxiety and don’t have any desire to do anything. He feels he has nothing to look forward to other than meeting the milestone of turning 65.Generally he is highly self-critical, self-conscious and extremely fearful of being judged by others. In his personal relationships, Ajay feels his depression stands in the way and that people do not want to be around him because he can bring them
down. According to him his last friend terminated their friendship recently as he thought his depression was something he could “catch”. Ajay had two failed marriages earlier in his life. About nine years ago, he left his job after working 28 years because he was no longer able to cope with the stressful demands of his work. Currently, he is unable to work due to his depression and anxiety. His only “lifeline” now is the community centre of his society where he volunteers once a week. However, he is often anxious that he will “screw up”, so he does not speak to others much while he is there.

Both scenarios above illustrate the link between coping with stress and well-being. On the one hand, Reeta, who is a high-functioning woman, is able to apply her personal resources and characteristics in gaining the support she needs from her environment to cope effectively with the daily stressors of a demanding career, parenthood, and a stressful life event. On the other hand, Ajay has had continuous difficulty in coping with everyday stressors throughout his life which has interfered with his personal relationships, work-life, and daily functioning. We all know people like Reeta, who are skilled in managing multiple stressors. We also know some individuals who have difficulty managing stress, like Ajay, whose stressors take a tremendous toll on various facets of life, including their relationships, work, and physical as well as psychological health.

In day to day work life and in relationships people are facing such situations which effects self-esteem, self-efficiency and life satisfaction. These situations are major cause for personal distress and unhappiness. Because of these situations there will be regular change in nature and intensity of stress. If we can identify differences among individuals in the ways they cope with situations, then this information could be applied through psycho educational programs (e.g., stress management), psychological assessment, and self-help guides to promote well-being. Few years back some differences have been investigated in the relationships between coping and personality traits (e.g., optimism, hardiness, neuroticism, extraversion, etc.) (Snyder, 1999; Zeidner & Endler, 1996). So there are individual differences also present in emotional processes because emotions are understood as central to the process of coping and adaptation (Folkman & Lazarus, 1988).

Emotional Intelligence

Emotions are able to warn individuals, protect them from danger, and guide people towards achieving their goals (Folkman & Lazarus, 1988; Kennedy-Moore & Watson, 1999). After investigation how individuals use their abilities to apply the information conveyed by emotions adaptively, we can identify the difference of skills with which a person is able to identity his own feeling and the feeling of others. According to this information he can regulate his feelings and can do adaptive behavior to control others action. These emotional skills are conceptualized as comprising the construct of emotional intelligence (EI) (Mayer, Caruso & Salovey, 2000). So, Emotional intelligence is the ability to recognize our emotions, understand what they are telling us, and realize how our emotions affect people around us. Emotional intelligence also involves our perception of others: when we understand how they feel, this allows us to manage relationships more effectively. When science demonstrated a biological basis connecting our emotions to decision-making and relationships, it established the emotional intelligence factor as a vital
business reality. How intelligently a person process emotions, has everything to do with what happens inside the family and work place.

Peter Salovey and John D. Mayer have been defined emotional intelligence as, “the subset of social intelligence that involves the ability to monitor one's own and others' feelings and emotions, to discriminate among them and to use this information to guide one's thinking and actions” (1990). People with high emotional intelligence are usually successful in most things they do. Because they are 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.

Role of EI

Individuals possessing high levels of EI appear to have emotional skills which allow them to cope effectively with the challenges they face and promote well-being. Considering the role of EI in coping, research in this field may yield significant benefits for individuals because EI has consistently been linked with positive outcome measures, such as life and work satisfaction, interpersonal functioning, healthy relationships, job performance, psychological well-being, physical health, and psychophysiological measures of adaptive coping (i.e., cortisol levels, blood pressure) (e.g., Ciarrochi, Forgas, & Mayer, 2001; Martins, Ramalho, & Morin, 2010; Salovey et al., 1999; Salovey et al., 2002; Zomer, 2001). Although the theoretical significance of EI to coping and adaptation has been recognized (e.g., Bar-On & Parker, 2000; Snyder, 1999), relatively few studies investigate the relationships among these constructs.

At workplace also the emotional climate either supports or deteriorates performance. We can’t ignore this dangerous reality layer of workforce because when EI is low, it would show very negative consequences as result to the bottom line of organization. Many of the ways that low emotional intelligence affects a business are obvious, such as having managers’ time and energy diverted to dealing with emotion-driven conflict among team members. Anytime a person is on the receiving end of someone else’s emotional behavior, it can cause them to become emotionally upset too, and that emotional contagion can cause a ripple effect. Emotional contagion—the tendency to be influenced by the emotions of others—is a reality on the job just as it is anywhere people come together. Research indicates that even people nearby who only observe the emotional behavior are affected, which means their performance is also affected.

In the current digital age, we prefer to behave in logical, intelligent ways, so why do we still bring our emotions to work? The truth is that whether we agree or not, all humans are without a doubt creatures of emotion. We have neurologically-based, split-second, unavoidable emotional reactions to things around us every moment of the day, from the way our heart races at the sound of someone suddenly yelling nearby to the flash of panic we feel when a car nearly hits us in traffic. It is as impossible to opt out of feelings as we can’t opt out of breathing. The human brain is hard wired to react to stimulus with emotion and to attach emotionally to others. At a subtle level, we are always observing minute details in the world around us. Infants in the cradle begin learning the fine art of reading facial expressions to decode what they mean about the emotions of those around them. And then through trial and error, babies learn to elicit desired responses from others.
Taking into account where we originate from as a species, this makes ideal sense. Long before humans cultivated plants and animals, organized ways to store food and water, or built fortified dwellings, we spent every moment of the day knowing that we could be eaten by animals. Survival in the food chain depended on our ability to be hyper-vigilant to danger and to respond quickly. When we avoided becoming some other creature’s dinner, it was because our brains were wired to react at lightning speed, and often it was because we coordinated our efforts with other people. Even today, we find the way to safety in some dangerous situations using emotions as our early caution signals and at that time we relying on assistance from others.

**EQ v/s IQ**

Research shows that successful leaders and superior performers alike have well developed emotional intelligence skills, revealing a whole new layer of what makes a great leader great. Mastery of EI makes it possible for a person to live effectively with a wide variety of people. Because of the impact of emotional intelligence skills on decision making, people with higher levels of emotional intelligence are able to respond more effectively to what are often rapidly changing conditions in current digital world. Emotional Intelligence (EI), measured in terms of Emotional Quotient (EQ) In fact, person’s Emotional Quotient(EQ) may be a better predictor of booming performance than Intelligence Quotient(IQ).Unlike IQ, which tends to remain stable throughout a person’s life, EQ does change as a person ages’, improving as the wisdom born of experience accumulates. This means that people can purposely improve EI, with guided empirical learning and practice. EQ skills are built sequentially, because in order to master one EQ skill a person must first have some facility with the ones that precede it. In every aspect of life, we must regulate ourselves and relate to other people in order to get things done. Research agrees that a person’s developed EQ skills are keeping on for life.

**Effectiveness of EQ training**

Emotionally-driven behavior is highly visible, but it’s only the observable outcome of how we process feelings and the quality of our decision-making. Lasting change starts internally. Professional EQ training provides individuals a clear image of the blow emotions have on everyone’s occupation and relationships. With some reflection, most people already know that there have been times when their own emotions got out of hand and sabotaged them. Training encourages participants to consider that better result will be possible. So, raising the emotional climate of society starts by raising the individual EQs of the people, and it goes deeper than just asking people to modify their inappropriate behavior.

Often a person knows they have a high potential for superior performance but have been falling short of it. They know they have other factors in place to excel, such as excellent technical skills, the right experience, personal competency skills and the motivation to succeed. Learning and knowing about emotional intelligence would be the light up moment for people because when they distinguish that the way they handle their emotions, mainly in relationship to those around them, that’s been holding them back. Learning to be self-aware before making a decision about how to proceed is crucial. This is the point where a person can recognize the factors that influence their knee-jerk reactions, and there are many. Momentary reactions draw on our underlying values and motivations, our needs, likes, dislikes, desires, interpretations of past experiences and the attitudes we have cultivated. All of these come
together in the moment of decision making, which then becomes visible as behavior or action. With practice, people stop reacting based on the emotions of the moment and start choosing to make better decisions that drive better results. Emotional intelligence training helps individuals learn to activate their inner motivation, which is a much more powerful source of motivation than external factors alone.

Conclusion

Emotions are involved in every human interaction and are a powerful factor in the equation when individuals, teams, managers and organizations as a whole work together. Person’s EQ is the main responsible factor for the quality decisions, he makes and on the results a group in society achieves. With knowledge, training and experiential learning, people can learn to manage their emotions instead of being run by them. When it comes to making the most of all the talent available inside an organization, professional development training in EQ has the potential to move a business ahead of the pack. The difference it makes can develop a high potential manager into a leader who gets the best collaboration, creativity and energy from their organization.

References


