

CDGI'S
Chameli Devi School of Engineering
Department of Computer Science and Engineering

Presentation On



Required for Professionals

By:-

Shadab Pasha

Assistant Professor

CSE Dept.



Agenda

- ✓ Define emotions and emotional intelligence
- ✓ Appreciate importance of EI
- ✓ Identify characteristics of EI
- ✓ Differentiate between domains of emotional intelligence
- ✓ Why EQ is so important
- ✓ IQ Vs EQ
- ✓ What experts say about EI/EQ
- ✓ Two view points about Emotions
- ✓ Teaching with EI
- ✓ Conclusion

What are emotions?

An Emotion is a strong feeling associated with mood, temperament, personality, and disposition.

Examples of Emotional expressions are Happiness, fear, anger, affection, shame, disgust, surprise, lust, sadness, elation, love, frustration, anxiety, failure, achievement and many more.

Dimensions of emotions:

There are two dimensions of emotions : physiological side and psychological side.

Physiological side: 'Emotion' is a complex state of human mind, involving bodily changes of widespread character such as heavy breathing, pounding heart, flushed face, sweating palms, raised pulse rate, gland secretions.

Psychological side: Strong feelings marked by a state of excitement or perturbations.

Emotions and Their Blends:

Each emotion is associated with its specific blends

Anger: fury, outrage, resentment, annoyance and hostility.

Love: acceptance, friendliness, trust, kindness and infatuation.

Shame: guilt, remorse, humiliation and regret.

Fear: anxiety, nervousness, apprehension and terror.

Enjoyment: happiness, joy, relief, contentment and pleasure.

Sadness: Grief, sorrow, cheerlessness and gloom.

Surprise: Shock, astonishment, amazement and wonder.

Examples of Use of Emotions:

- She is too sensitive.
- He takes everything too personally.
- He is jealous of his colleagues.
- She does not understand the feelings of others.
- He is always nagging others.
- The Manager blurts things out without thinking of others.
- Nobody understands/listens to me.
- Why does it happen to me only in life?
- I am always nice with the people around me.

What Exactly Is EI?

Emotional intelligence is simply defined as:

- Knowing what feels good, what feels bad, and how to get from bad to good.
- Knowing your emotions and knowing emotions of others.
- It refers to emotional management skills which provide competency to balance emotions and reason to maximise long-term happiness.

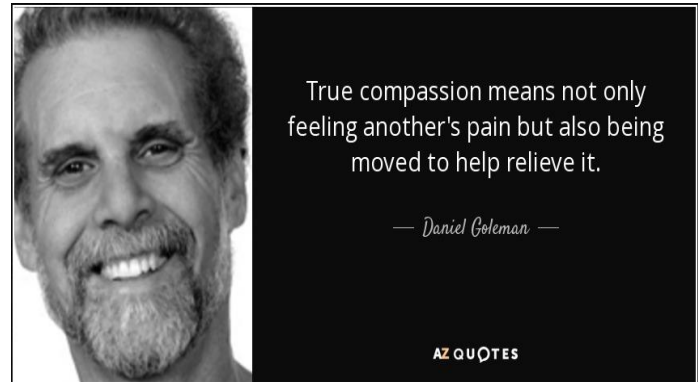


What Exactly Is EI?

Daniel Goleman is an international authority on emotional intelligence. His definition of emotional intelligence is as follows.

Emotional Intelligence is *“the capacity for recognising our own feelings and those of others, for motivating ourselves, for managing emotions well in ourselves and in our relationships . Emotional intelligence describes abilities distinct from, but complementary to, academic intelligence.”*

(1998).



What Exactly Is EI?

Dalip Singh's is an Indian expert on emotional intelligence.

His explanation on emotional intelligence is as follows.

“Emotional intelligence is the ability of an individual to appropriately and successfully respond to a vast variety of emotional inputs being elicited from inner self and immediate environment. Emotional intelligence constitutes three psychological dimensions such as emotional competency, emotional maturity and emotional sensitivity, which motivate an individual to recognise truthfully, interpret honestly and handle tactfully the dynamics of human behaviour”

(Dalip Singh 2003)

What Exactly Is EI?



Domains of emotional intelligence

Intrapersonal

- Emotional self-awareness
- Assertiveness
- Self-regard
- Self-actualisation
- Independence

Interpersonal

- Empathy
- Interpersonal relationship
- Social responsibility

Domains of emotional intelligence

Adaptability

- Problem-solving
- Reality testing
- Flexibility

Stress management

- Stress tolerance
- Impulse control

General mood

- Happiness
- Optimism

Let us see the video-1 on EI...

Why is EQ so important?

- With out feeling and emotions we will be like robots.
- It is the feeling and emotions, our likes and dislikes that give our life meaning that make us happy or unhappy, fulfilled or dissatisfied and that to a large degree decide our course of action and even on our health
- EQ predicts higher work performance three times better than IQ.
- Leadership is largely an emotional intelligence dimension. All interactions can be gauged along a continuum from emotionally toxic to nourishing. Two-thirds of workers say communication problems are the leading cause preventing them from doing their best at work.

Why is EQ so important?

- EQ is one of the best predictors of divorce and marital satisfaction (subject to compatibility issues).

EQ scores help predict:

- Academic drop out tendency
- Ability to cope with severe medical condition
- Aggression in the work place
- Suicide attempts
- Ability to recover from mental illness

.

Why is EQ so important?

Over the past two decades, children have become more:

Depressed and lonely

- Impulsive and disobedient
- Nervous, prone to worry, and irritable
- Prone to eating disorders

What are some possible causes?

Parents have less free-time to spend with their children

- Children have less relatives in their lives these days
- Both parents often work
- There is more TV watching and computer game playing
- One learns EI from a social life, which has been decreasing.

IQ vs EQ

(Intelligence Quotient vs Emotional Quotient)

WHAT IS “SUCCESS”?

- Is it your IQ: Exams passed, competitions cleared, percentage of marks in schools and colleges, academic qualifications .

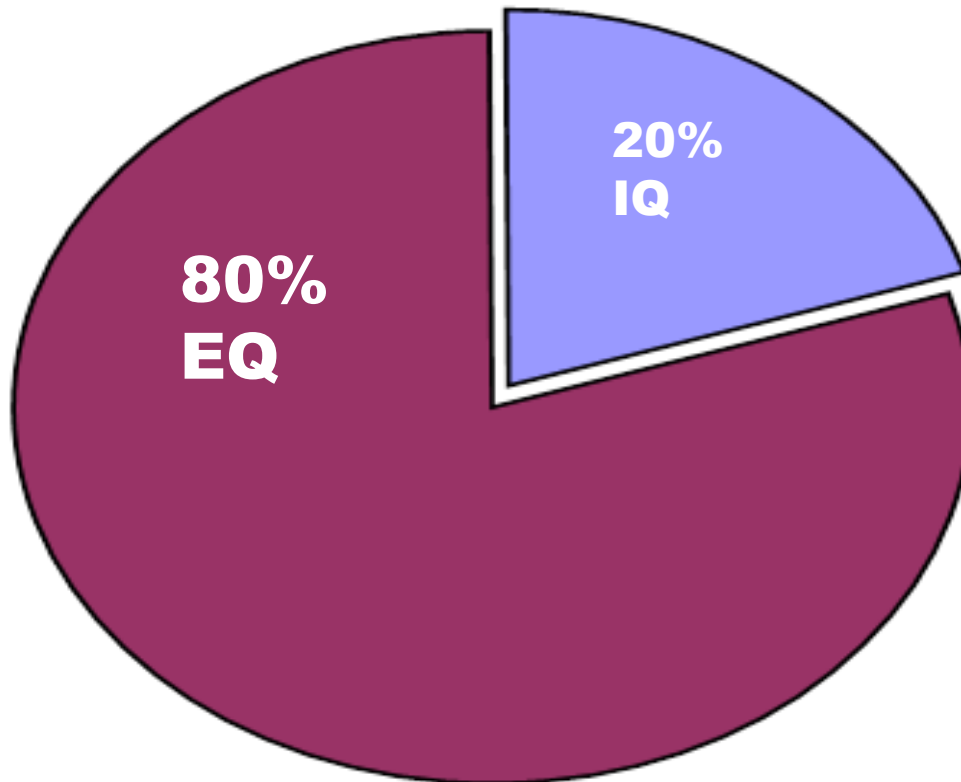
Or

- Is it your EQ: Earning fat salary, top positions in workplace, being rich and wealthy, powerful, dominating, being influential and above all else, being HAPPY.

IQ vs EQ

(Intelligence Quotient vs Emotional Quotient)

Some research shows that 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 vs EQ

(Intelligence Quotient vs Emotional Quotient)

The word "success" is a relative term.

- Living a healthy and happy married life may be an indicator of success for some.
- Reaching a top position in career may be an indicator of success for others.
- For some having a satisfying job life or personal satisfaction may be an indicator of success.
- Only the tangible achievements may not be indicators of success in life. Many times non-tangible performance or achievements may be termed as successful.

What Experts Say about EI/EQ

- Psychologists, Psychiatrists, Management consultants and Medical Doctors have been proving that there are personal characteristics called emotional intelligence tendencies, which are responsible for the ways in which we behave, how we feel, how we relate to others, how well we do at our jobs and how healthy we are.
- A low level of emotional Intelligence (Low EQ) results in being uncomfortable with other people, not being happy with your job, not succeeding at your job and even being physically and psychologically unhealthy - with stress-related problems, or not having satisfactory interpersonal relations.

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

Two View Points about Emotions

Traditionalists and High performers disagree about Emotions

Traditionalists say that emotions	High performers say that emotions
Distract us	Motivate us
Increase our vulnerability	Increase our confidence
Cloud our judgment	Speed our analysis
Inhibit free flow of data	Build trust
Must be controlled	Must be managed

Teaching with EI

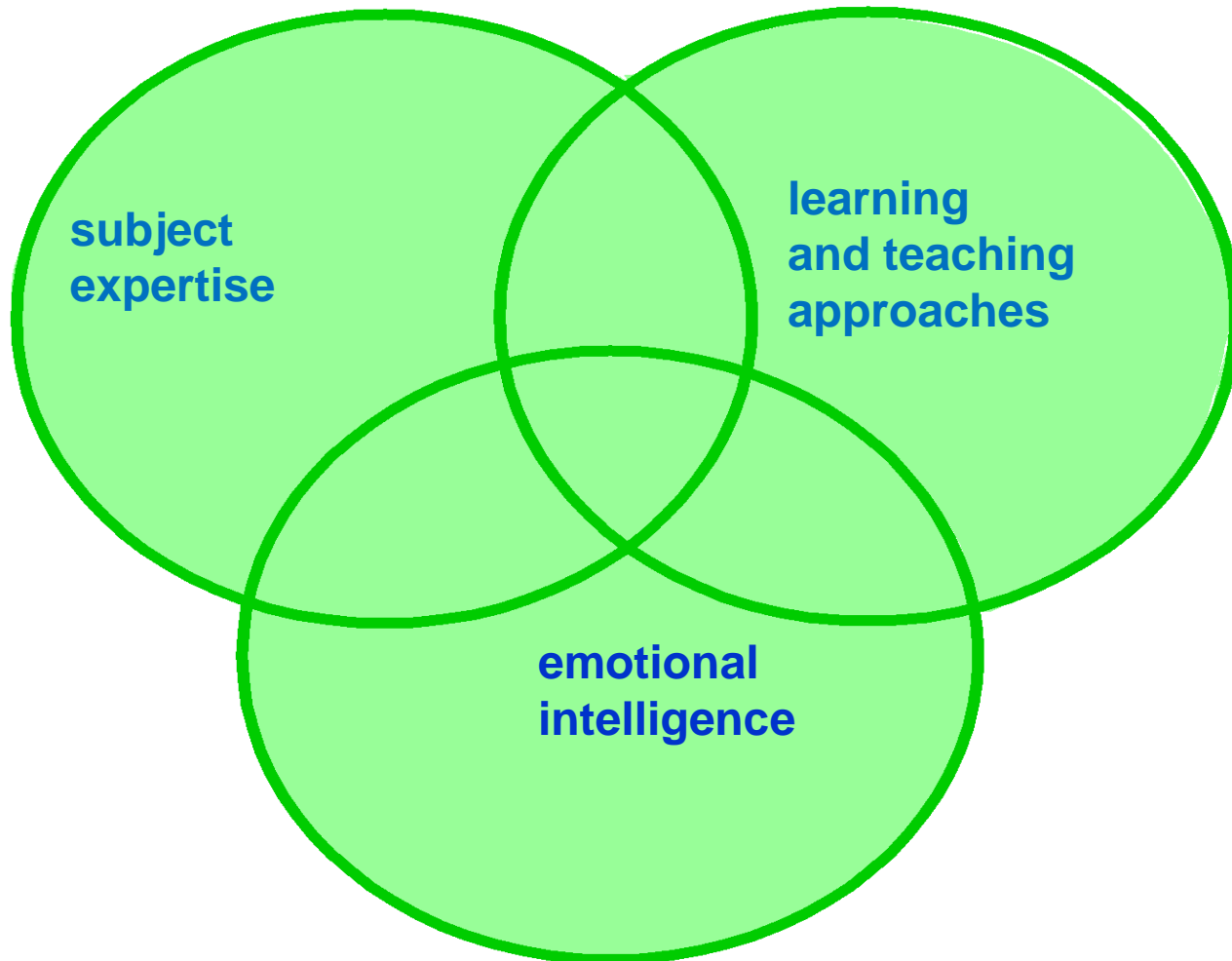
Teaching with emotional intelligence involves:

- Recognising and responding to the feelings of both yourself and your learners in the classroom, in order to make you both more effective in your respective roles
- Encouraging an emotional state in your learners that is conducive to learning

The use of emotional intelligent in teaching should:

- Be essential not optional
- Be deliberate not just intuitive
- Receive a greater share of our energy

Teaching with EI



Teaching with EI

Teaching with emotional intelligence means:

- Planning for the emotional environment
- Planning for the physical experience of learners
- Dealing with your learners' expectations
- Acknowledging individual learners
- Listening to your learners
- Reading and responding to the feelings of individuals and groups
- Considering the effect of your responses to learners' comments and questions

Teaching with EI

Teaching with emotional intelligence means:

- Developing self-awareness as a teacher
- Recognising your prejudices and preferences
- Checking your nonverbal communication
- Acknowledging and handling your feelings as a teacher
- Revealing your feelings to learners, as appropriate

To increase your emotional intelligence

BECOME EMOTIONALLY LITERATE

"CHECK-IN" WITH YOURSELF

GET TO THE 'ROOT' OF THE EMOTION

STOP, THINK BEFORE ACTING, PAUSE AND CONSIDER THE BEST COURSE OF ACTION

DON'T LET
FEELINGS ABOUT CHANGE BECOME THE SOURCE OF
PERFORMANCE ROADBLOCKS

TAKE FULL RESPONSIBILITY FOR YOUR EMOTION

EMPATHY

DEVELOP SKILLS TO READ EMOTIONAL CLUES FROM COWORKERS

UNDERSTANDING HOW STRUCTURES IN WHICH YOU AND OTHERS OPERATE CAN INFLUENCE EMOTIONS

SYNERGIZE

THINK WIN-WIN

SEEK FIRST TO UNDERSTAND

Conclusion

- EI includes knowing what your feelings are and using your feelings to make good decisions in life.
- It's being able to manage distressing moods well and control impulses. It's being motivated and remaining hopeful and optimistic when you have setbacks in working toward goals.
- It's empathy; knowing what the people around you are feeling. And it's social skill—getting along well with other people, managing emotions in relationships, being able to persuade or lead others,”

Thank You

***“Embrace life with
Emotional Intelligence..”***