

EMOTIONAL INTELLIGENCE - A REVIEW ARTICLE

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ABSTRACT

Emotional intelligence is the ability of an individual to manage own emotions. People with high emotional intelligence can understand their own emotions and others, use emotional information to maintain a good relationship in working environment.

KEYWORDS: Intelligence, Emotions, Competence.

EMOTIONAL INTELLIGENCE INTRODUCTION

Emotional Intelligence provide a new way to understand and assess people's behaviour and interpersonal skills. Emotional intelligence is becoming increasingly important in work-related outcomes such as individual performance and organizational productivity. Recognize, understand and regulate emotions are the pillars of emotional intelligence.

Definition

Emotional intelligence is the aptitude, capacity or self-perceived competence to recognise, appraise and manage one's own and others emotions.

Components

Individuals differ in their personalities, desires, requirements and ways of expressing emotions. Emotional Intelligence helps to build relationship, defuse conflict and manage difficult situations. Five dimensions of emotional intelligence are,

- Personal are Self-awareness, Self-regulation and Self-motivation
- Social are Social awareness and Social skills competences.

Self-Awareness

- (i) Emotional awareness: Recognizing own emotions and their effects.
- (ii) Accurate self-assessment: Knowing own strengths and limits.
- (iii) Self-confidence: Sure about one's self-worth and capabilities.

Self-Regulation

- (i) Self-control: Managing disruptive emotions and impulses.
- (ii) Trustworthiness: Maintaining standards of honesty and integrity.
- (iii) Conscientiousness: Taking responsibility for personal performance
- (iv) Adaptability: Flexibility in handling change.
- (v) Innovativeness: Being comfortable with and open to novel ideas and new information.

Self-Motivation

- (i) Achievement drive: Striving to improve or meet a standard of excellence.
- (ii) Commitment: Aligning with the goals of the group or organization.
- (iii) Initiative: Readiness to act on opportunities.
- (iv) Optimism: Persistence in pursuing goals despite obstacles and setbacks.

Social Awareness

- (i) Empathy: Sensing others feelings and perspective, and taking an active interest in their concerns.
- (ii) Service orientation: Anticipating, recognizing and meeting customers' needs.
- (iii) Developing others: Sensing what others need in order to develop and bolstering their abilities.
- (iv) Leveraging diversity: Cultivating opportunities through diverse people.
- (v) Political awareness: Reading a groups emotional current and power relationships.

Social Skills

- (i) Influence: Wielding effective tactics for persuasion.

- (ii) Communication: Sending clear and convincing messages.
- (iii) Leadership: Inspiring, guiding groups and people.
- (iv) Change catalyst: Initiating or managing change.
- (v) Conflict management: Negotiating and resolving disagreements.
- (vi) Building bonds: Nurturing instrumental relationships.
- (vii) Collaboration and cooperation: Working towards shared goals.
- (viii) Team capabilities: Creating group synergy in pursuing collective goals.

Benefits

Individuals can become more productive and successful. Alleviate stress for individuals and organisations by regulating conflict, improving understanding and relationships.

CONCLUSION

Emotional intelligence is a set of interconnected emotional and social competences, skills and facilitators that influence how well we comprehend and express ourselves, how well we understand and relate to others and how well we cope with day-to-day demands and obstacles.

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