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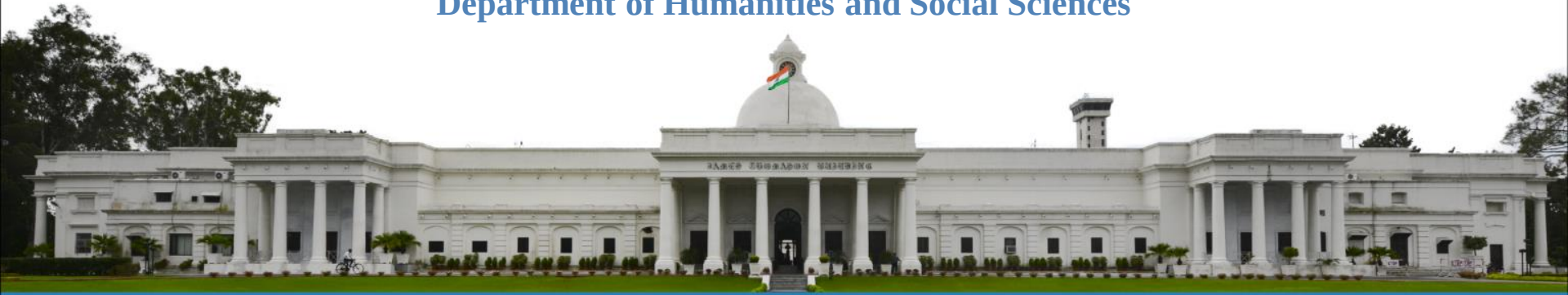
NPTEL ONLINE CERTIFICATION COURSE

LECTURE-31

Emotional intelligence- I

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Emotional intelligence

- Emotional Intelligence- term coined by Peter Salavoy and John Mayer – and popularized by Dan Goleman in his book of the same name.
- EI or EQ as the ability to: Recognize, understand and manage our own emotions.
- In practical terms, being aware of that emotions can drive our behavior and impact people and learning how to manage those emotions.

When would I need to manage my Emotional Intelligence

- Giving and receiving feedback.
- Meeting tight deadlines.
- Dealing with challenging relationships.
- Dealing with setbacks and failure.

Why Emotional Intelligence training works

- **Self-Awareness-** Understand the impact you have on the people around you.
- **Neuroscience-Based Change**- Drive real behavioral change with a program rooted in neuroscience and research.
- **Great Workplace Culture-** Improve relationship quality and build a culture of accountability.
- **Exceptional Leadership-** Exceptional leaders bring out the best in their people.

Social Intelligence Versus Emotional Intelligence

- **Social intelligence-** it's about how to understand the feelings and behaviors of yourself and others.
- **Emotional Intelligence-** is about managing one's own emotions and emotions of others.

Five elements of emotional intelligence

- **Self-Awareness-** the ability to recognize and understand your own emotions.
- **Self-Regulation-** not only be able to recognize our own emotions but also express and regulate them.
- **Motivation**- people with high EQ are motivated for their own personal reasons and work towards their own goals.
- **Empathy-** ability to understand how other people are feeling and recognize, on an intimate level.
- **Social Skill-** allows people to interact with one another and successfully navigate social situations.

4 Dimensions of Emotional Intelligence

- Perceiving emotion relates to being aware of and recognizing other people's physically and mental states.
- Using emotions to facilitate thought that improve your problem-solving skills and creativity.
- Understanding emotions includes understanding the relationships, perceiving the causes and consequences of emotions.
- Managing emotions means being open to both pleasant and unpleasant feelings.