Emotional Intelligence
The Key to A Better Quality of Life and Higher Productivity
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Abstract-
Emotional intelligence - In the most literal dictionary sense, Emotion is defined as 'any agitation or disturbance of mind, passion, any vehement or excited mental state'. Emotion refers to a feeling with its distinctive thoughts, psychological and biological states, and ranges of propensities to act. There are hundreds of emotions, along with their blends, variations, mutations and nuances. Indeed, there are more subtleties in emotions than there are words to express them. The mental ability we are born with which gives us our emotional sensitivity and our potential for emotional learning management skills which can help as maximize our long term health happiness and survival. Some of the main emotions with their blends are as follows anger Fury, outrage, resentment, wrath, exasperation, indignation, vexation, acrimony, animosity, annoyance, irritability, hostility and, at the extreme, pathological hatred and violence. SADNESS Grief, sorrow, cheerlessness, FEAR Anxiety, apprehension, ENJOYMENT Happiness, LOVE Acceptance, friendliness, SURPRISE Shock, DISGUST Contempt, SHAME Guilt.

I. EMOTIONAL INTELLIGENCE
In the early 1990s, Dr. John Mayer, Ph.D., and Dr. Peter Salovey, Ph.D., introduced the term "Emotional intelligence" in the Journal of Personality Assessment. They used this term to describe a person's ability to understand his or her own emotions and the emotions of others and to act appropriately based on that understanding. Then in 1995, psychologist DANIEL GOLEMAN ortalized this term with his book EMOTIONAL INTELLIGENCE: WHY IT CAN MATTER MORE THAN IQ.

Emotional intelligence
Represents an ability to validly reason with emotions and to use emotions to enhance thought.

Emotion:
Emotion refers to a feeling state (including physiological responses and cognitions) that conveys information about relationships. For example, happiness is a feeling state that also conveys information about relationships — typically, that one would like to join with others. Similarly, fear is a feeling state that corresponds to a relationship — the urge to flee others.

Intelligence.
Intelligence refers to the capacity to reason validly about information. The use of the term emotional intelligence in this fashion is consistent with scientific literature in the fields of intelligence, personality psychology, and emotions.

Emotional intelligence includes components
- Self-Awareness,
- Ability To Manage Moods,
- Motivation
- Empathy
- Social Skills Such As Cooperation
  And Leadership.

The key to a better quality of life and higher productivity.
- To understand your own emotions.
- To manage your own emotions.
- To be more sensitive to others.
- To build better relationships.

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- Sadness Grief, sorrow, cheerlessness, FEAR Anxiety, apprehension, ENJOYMENT Happiness, LOVE Acceptance, friendliness, SURPRISE Shock, DISGUST Contempt, SHAME Guilt.

II. THREE SCIENTIFIC METHODS OF MEASURING EMOTIONAL INTELLIGENCE

Ability-based performance
Measures of emotional intelligence evaluate one's capacity for performing emotional tasks. In which respondents perform tasks that evaluate how they perceive, use, understand, and manage emotions.

**Self-ratings of el potential**

Ask people how they would perform in a given situation. Unlike ability-based measures where people perform tasks to show their skills, respondents rate their own E I skill use.

**Multi-perspective ratings**

Provide the broadest perspective on emotional intelligence. An individual's emotional intelligence is rated by members of some or all of the following professional and personal associates: managers, peers, direct reports, clients, and family or friends.

**Emotional competence**

Emotional competence is a learned capability that leads to outstanding performance at work. Your emotional intelligence is what determines your potential for learning practical skills which are based on the five elements of self-awareness, motivation, self-regulation, empathy and adeptness in relationships.

Your emotional competence shows how much of this potential is translated into on-the-job capability. For instance, providing good customer service is an emotional competence based on empathy. Similarly, trustworthiness is a competence based on self-regulation, or handling impulses and emotions well. Both customer service and trustworthiness are competencies which can lead to outstanding performance at work.

**Emotional intelligence competencies**

These different Emotional Intelligence Competencies can be classified in the following manner.

**Independent**

Every person makes a unique contribution to job performance.

**Hierarchical**

Emotional intelligence abilities build upon one another. For example, self-awareness is crucial for self-regulation and empathy; self-regulation and self-awareness contribute to motivation; all these abilities aid in the development of social skills.

**Necessary, but not sufficient**

Having the underlying emotional intelligence ability is no guarantee that a person will develop or display associated competencies such as collaboration or leadership. Other factors such as the climate of an organization or a person's interest in his or her job will also determine whether the competency manifests itself.

**Generic:**

The general list is to some extent applicable to all jobs. However, different jobs make differing competence demands.

<table>
<thead>
<tr>
<th>TABLE NO. I</th>
</tr>
</thead>
<tbody>
<tr>
<td>THE EMOTIONAL COMPETENCE FRAMEWORK</td>
</tr>
<tr>
<td>These competencies determine how one manages oneself.</td>
</tr>
<tr>
<td><strong>SELF-AWARENESS</strong></td>
</tr>
<tr>
<td>Knowing one's internal stages, performances, resources and intuitions.</td>
</tr>
<tr>
<td>➢ Emotional awareness: Recognizing one's emotions and their effects.</td>
</tr>
<tr>
<td>➢ Accurate self-assessment: Knowing one's strengths and limits</td>
</tr>
<tr>
<td>➢ Self-confidence: A strong sense of one's self-worth and capabilities.</td>
</tr>
<tr>
<td><strong>SELF-REGULATION</strong></td>
</tr>
<tr>
<td>Managing one's internal states, impulses and resources.</td>
</tr>
<tr>
<td>➢ Self-control: Keeping disruptive emotions and impulses in check.</td>
</tr>
<tr>
<td>➢ Trustworthiness: Maintaining standards of honesty and integrity.</td>
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<tr>
<td>➢ Conscientiousness: Assuming responsibility for personal performance.</td>
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<td>➢ Adaptability: Flexibility in handling change.</td>
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<td>➢ Innovation: Being comfortable with novel ideas, approaches and new information.</td>
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<tr>
<td><strong>MOTIVATION</strong></td>
</tr>
<tr>
<td>Emotional tendencies that guide or facilitate reaching goals.</td>
</tr>
<tr>
<td>➢ Achievement drive: Striving to improve or meet standards of excellence.</td>
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<tr>
<td>➢ Commitment: Aligning with the goals of the group or organization.</td>
</tr>
</tbody>
</table>

**Blind spots**

KAPLAN (1998) has identified some of the more common and costly ‘BLIND SPOTS’ on the basis of a study of 42 otherwise highly successful executives. A wide range of employees was studies, from department heads to CEOs. But similar problems were seen at the different hierarchical levels.

On the basis of the data, such 'BLIND SPOTS' was drawn up.

**Blind ambition**

These people have to win or appear 'right' at all costs; they compete instead of cooperate; they exaggerate their own value and contribution and are boastful and arrogant; they perceive people in terms of black and white, i.e., as allies or enemies.

➢ **Unrealistic goals**

Such people set overly ambitious, unattainable goals for themselves, the group or the organization; they are unrealistic about what it takes to get jobs done.

➢ **Relentless striving**

Such individuals are compulsively hardworking at the cost of everything else in life.
Individual "EMOTIONAL QUOTIENT"

Your self for health, by noticing how often you were right to be aware do things

- Listen to your intuition or 'gut feelings'.
- It's okay to be through life's heights and lows without always needing outside opinion. This will help you guide yourself through life's heights and lows without always needing other people to prop you up emotionally. It's okay to be interdependent and turn to people for help, but it's equally important to develop the conviction that you know what is best for you. Start by noticing how often you were right to listen to your intuition or 'gut feelings'.
- Once you have a grip on your own feelings and a sense of self-mastery, you're in a better position to develop further EQ and move from self-absorption (necessary for initial growth) to a position where you can listen to, and truly hear, what other people have to say. You will find that the greater your self-understanding, the more you will be able to reach out to others.

III. EMOTIONALLY INTELLIGENT PEOPLE'S

- They have the self-awareness to know what they are feeling.
- They are able to think about and express those things:
- They have empathy for the feelings of others and insight into how others think they can do things like delay gratification;
- They are optimistic and generally positive;
- They understand easily the dynamics of a given group,
- They know where they fit inside the group.

Difference between EQ & IQ

What is it we strive for in our lives? It is wealth, financial success, emotional stability, family security, good relationships. Could it be a combination of a number of factors, that when totaled amount to your 'quality of live..

We would like to have a good quality of life, and developing your individual "EMOTIONAL QUOTIENT" will take you one step further to increased well being. Emotional Quotient (EQ) is the new buzz word in personal self-development and is rapidly gaining recognition worldwide. It is distinct from the traditional IQ that measures how well we measure up intellectually, or socially, EI is about the degree of control a person has over their emotions.

Why to follow the EI path?

- EI Will Teach You
- How to listen too,
- Understand yourself and others.
- Develop the strength of character
- Increased self-awareness,
- Sustain you in your personal growth.
- Follow-up training needs will be identified.
- When course delegates attend a course as a team, team spirit will be enhanced significantly.

Consequences of low and high EQ

If EQ matters, then it is important to know the consequences of having a low or high EQ. It is understood that EQ is a matter of degree and that it may not have anything to do with IQ. In the following the impact of having a low or high EQ will be examined. Low EQ is likely to lead to general unhappiness.
TABLE NO. 2
LOW EMOTIONAL INTELLIGENCE LEVEL – CONSEQUENCE

<table>
<thead>
<tr>
<th></th>
<th>Anger</th>
<th>Failure</th>
<th>Fear</th>
<th>Disappointment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frustration</td>
<td></td>
<td></td>
<td>Guilt</td>
<td>Resentment</td>
</tr>
<tr>
<td>Emptiness</td>
<td></td>
<td></td>
<td>Bitterness</td>
<td>Dependence</td>
</tr>
<tr>
<td>Depression</td>
<td></td>
<td></td>
<td>Instability</td>
<td>Lethargy</td>
</tr>
</tbody>
</table>

TABLE NO. 3
HIGH EMOTIONAL INTELLIGENCE LEVEL – CONSEQUENCE

<table>
<thead>
<tr>
<th></th>
<th>Motivation</th>
<th>Appreciation</th>
<th>Friendship</th>
<th>Self - control</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td></td>
<td>Freedom</td>
<td>Fulfillment</td>
<td>Resentment</td>
</tr>
<tr>
<td>Emptiness</td>
<td></td>
<td>Bitterness</td>
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</tbody>
</table>

IV. CONCLUSION

Emotional 'Winners' and 'Losers'

The words winner and loser can have many meanings. When you refer a person to as a winner, you do not necessarily mean a person who makes another lose. A winner is a person who responds authentically by being credible, trustworthy responsive and genuine both as an individual and as a member of a society. A loser, on the other hand, is someone who fails to respond authentically. Few people are 100 per cent winners or 100 per cent losers. It is a matter of degree.

Emotional Competencies such as, how to listen better and help employees resolve problems on their own, how to empower and inspire others, and how to become more effective personal leaders. High Emotional Intelligence competencies lead to credibility of manager. Conflict resolution can be achieved through high Emotional Intelligence level. Effective communication to understand and improve interpersonal communication at work place need high EMOTIONAL INTELLIGENCE LEVEL.