



# Emotional Intelligence: What is Your EQ?

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## What is Emotional Intelligence?

**Emotional intelligence** refers to the ability to perceive, control and evaluate our emotions, as well as the emotions of those around us. There are five domains of emotional intelligence. These are: (1) self-awareness; (2) self-regulation; (3) empathy; (4) intrinsic motivation; and (5) relationship management (Goleman, 2007). The question arises, are people born with high emotional intelligence? Research does not support this notion. As a matter of fact, emotional intelligence can be taught and learned. For most of us, it is an underdeveloped area and an untapped resource. (Caruso, 2003).

## What Are The Indicators of Emotionally Intelligent People?

According to current research, listed below are some of the observable behaviors of emotionally intelligent individuals: (1) they embrace change; (2) they do not dwell on mistakes; (3) they are curious and empathetic; (4) they are extremely focused; (5) they are intrinsically motivated; (6) they understand that we can control our thoughts; (7) they live in the present; (8) they know their strengths and limitations; (9) they are eager to help others; (10) they are comfortable talking about feelings; (11) they are emotionally resilient; (12) they are not immobilized by fear or worry; (12) they focus on the positive; and (13), they appreciate their own and other people's boundaries ( Cherniss, 2000; Goleman, 2013; Maheshwari, 2012 ).

## Why Does Emotional Intelligence Matter?

Professionals have been debating the significance of emotional intelligence for some time now. Cognitive intelligence (**IQ**) indicates an individual's ability to learn, retain knowledge, and apply this knowledge to real life situations. It indicates how a person understands **information**. Emotional intelligence on the other hand indicates how an individual understands **emotions**. Which of these two types of intelligence is important for success in life? One could argue that emotional intelligence is of greater importance because in order to accomplish any task one has to be mindful of one's thoughts, actions, and feelings. Further, human beings are social animals which makes **EQ** a more essential component of happy and successful life. Having a high **IQ** certainly offers many advantages, but **EQ** is difficult to live without. People with high **EQ** do not need to have high **IQ** to succeed because demands of workplace and daily living require the continuous use of emotional intelligence (Cherniss, 2000; Goleman, 2005; Lam & Kirby, 2002).

## Many Overlapping Skills of Emotional Intelligence



## How is Emotional Intelligence Measured?

There are three general ways to measure emotional intelligence. These are: Self-Reports, Other-Reports, and Performance-Based Measures. Self-reports resemble conventional personality tests where an individual answers questions about himself/herself. In Other-Reports, it is other people who rate an individual on variables such as ability to read others and manage emotions. Performance-Based measures pose questions which are situation specific. For example, how would an employee feel if he/she were criticized in public by the supervisor. Performance-Based measures are considered to be the most reliable. Multifactor Emotional Intelligence Scale, Emotion Quotient Inventory, Emotional and Social Competence Inventory, Schutte Self Report Emotional Intelligence Test, and Group Emotional Competence Inventory are some of the popular tools used for the measurement of emotional intelligence (Brackett, Rivers, Shiffman, Lerner, & Salovey, 2006).

## Why Teach Emotional Intelligence?

- Teaching emotional intelligence in schools can improve academic performance (Goleman, 2013).
- It can promote better peer relationships and reduce the incidence of bullying (Torrente, Cappella, & Watling, 2014).
- It can also result in increased attention, motivational levels, and school graduation rates. High EQ seems to help youth manage the complexities and pressures of school that would otherwise derail them (Goleman, 2013).
- It can promote mental health and reduce violence, drugs as well as alcohol addiction (Claros & Sharma, 2012).
- At work place, it can add to collaborative, satisfying relationships; efficiency, effectiveness and increased productivity (O' Boyle, Humphrey, Pollack, Hawver, & Story, 2010).

## Let Us Be Emotionally Smart!!



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