

**THE NOTION OF THE EMOTIONAL INTELLIGENCE - A REVIEW****<sup>1</sup>\*Dr. Shilpa Kantilal Ingle and <sup>2</sup>Dr. Sampada S. Sant**<sup>1</sup>(Ph.D Scholar) Asst. Professor, Kriya Sharir Department, Government Ayurved College, Nanded, (Maharashtra State), India.<sup>2</sup>Guide & Dean, R.A. Podar Ayurved Medical College, Worli, Mumbai, (Maharashtra State), India.**\*Corresponding Author: Dr. Shilpa Kantilal Ingle**

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**ABSTRACT**

The concept of emotional intelligence has become popular in last few decades in both the literature and within academia. Much more work has been done up till now to answer the questions like what is emotional intelligence and how it would be most effectively applied in various areas. It is also known as Emotional Quotient means the ability to understand, use, and manage your own emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges and defuse conflict. The present paper will attempt to review the literature surrounding emotional intelligence and will review its utility in employees at work place to improve performance, leadership.

**KEYWORDS:** Emotional intelligence, ability, social life, behaviour, performance.**INTRODUCTION**

Emotion is interesting topic of study in various areas of knowledge like psychology, sociology, anthropology, organizational behaviour, neuroscience and many more. Though the scientists probe emotions from many perspectives, most of them agree that "emotion provides a unique source of information about the environment and that it unavoidably informs thoughts and actions".<sup>[1]</sup> In reviewing the literature related to emotional intelligence, the definitions and its components are broadly varied, and each of them bears little resemblance on their own. Thus, emotions inescapably take part in the decision-making process. However, the majority of people do not perceive their emotions in this way, and in most of the cases try to avoid them in an attempt to be rational and logical. The ability to understand and comprehend one's emotional states and signals is called the emotional intelligence. According to psychologists, emotional intelligence includes "(a) the ability to perceive, appraise, and express emotions accurately; (b) the ability to access and generate feelings when they facilitate cognition, (c) the ability to understand affect-laden information and make use of emotional knowledge; and (d) the ability to regulate emotions to promote the emotional and intellectual growth and well-being".<sup>[2]</sup> Emotion can also be defined as the personal display of affected states or emotional arousal (e.g., joy, love, contentment, fear, anger, or embarrassment), and is differentiated from feelings, which involve awareness of the arousal.<sup>[3]</sup> The positive results of such skills are always rewarding because they finally ends in self-development, the clarification of communicational

habits, and the better learning capabilities and, thus, give rise to the educational and professional improvement.

A brief background Emotional intelligence –

- 1930s – Edward Thorndike described the concept of "social intelligence" as the ability to get along with other people.
- 1940s – David Wechsler suggested that affective components of intelligence may be essential to success in life.
- 1950s – Humanistic psychologists such as Abraham Maslow described how people can build emotional strength.
- 1975 - Howard Gardner publishes *The Shattered Mind*, which introduced the concept of multiple intelligences.
- 1985 - Wayne Payne introduced the term emotional intelligence in his doctoral dissertation entitled "A study of emotion: developing emotional intelligence; self-integration; relating to fear, pain and desire (theory, structure of reality, problem-solving, contraction/expansion, tuning in/coming out/letting go)."
- 1987 – In an article published in *Mensa Magazine*, Keith Beasley used the term "emotional quotient." It has been suggested that this is the first published use of the term, although Reuven Bar-On claims to have used the term in an unpublished version of his graduate thesis.
- 1990 – Psychologists Peter Salovey and John Mayer published their landmark article, "Emotional Intelligence," in the journal *Imagination, Cognition, and Personality*.

- 1995 - The concept of emotional intelligence was popularized after publication of psychologist and New York Times science writer Daniel Goleman's book *Emotional Intelligence: Why It Can Matter More Than IQ*.

#### AIM

1. To understand the concept of Emotional Intelligence.
2. To find out utility of Emotional Intelligence in different areas.

#### OBJECTIVES

1. To search the recent ideas on Emotional Intelligence.
2. To review the literature on Emotional Intelligence.

#### DISCUSSION

##### **Emotional Intelligence and Working Performance:**

Commonly it is considered that employees must leave their emotions at home while working. But, this idea has proved to be not correct. Emotions can be regarded as the indicators of conditions in which a person is present. The negative feelings inform about a stressful situation and ignoring them prevents from finding solutions and can develop the greater psychological distress. Such attitude results in low performance in many aspect of social life. Low performance is particularly unwanted in business field and work place also.

The activities that support emotional intelligence results in the higher productivity, and this is one of the essential item for the increase in profit. The consideration of one's emotions allows more dedication to work and more concentration on duties and responsibilities. Emotional intelligence helps to develop positive relations among the team members and, therefore, enhances the better organizational culture. The positive and light working climate motivates the staff creativity and productivity. Thus, emotional intelligence benefits all, the organizational executives, subordinates and employees. The employee's commitment and better productivity generates the competitive benefit for business and improvement is achieved. And the employee with good emotional intelligence becomes capable of self-evolvement through unlocking their potentials, and consequently comes to a high level of psychological satisfaction and job satisfaction also.

**Emotional Competence and Leadership:** The well-developed personal relations are important in leadership. In all cultures and fields, a leader has been regarded as "the one to whom others look for assurance and clarity when facing uncertainty or threat, or when there's a difficult job to be done". For the guiding of others, one needs to have a great deal of emotional composure, self-discipline, and positive and inspiring attitudes. The effective leadership influences the emotions of the team members and directs them in the right and productive way. The emotional integrity is important in managing

other people emotions. Moreover, the emotional competence plays a major role in creation and maintenance of the organizational culture that inspires the emotional and professional development of the employees. The stimulation of the subordinates' competence and the achievement of the results are the principal goals of leadership. Thus, development of emotional intelligence abilities is of much importance. The successful leader is the one who is perceptive, knowledgeable, and who can better regulate emotions and make use of them. The leader gives confidence in all aspects, only in this case he or she becomes able to provoke the employees' commitment, integrate the employees' benefits and goals with the benefits of organization, company and create a right orientation to the result achievement and progress.<sup>[4]</sup>

#### CONCLUSION

Emotional intelligence is interrelated with the one's psychological sustainability. Emotional intelligence includes empathy, self-awareness, social responsibility, and the skills of building healthy interpersonal relations.<sup>[5]</sup> The emotional competence of employees and managers benefits the institution by the creation of the positive and flexible working environment, high level of engagement in work and productivity that inevitably induce the financial and organizational profits. Emotional intelligence is bound to advance the culture of the interpersonal relationship both in the small communities and in the society at the global scale. Thus, it is recommendable for individuals and organizations to focus the emotions in the decision-making procedure and to apply the work schedule that encourage the emotional intelligence growth.

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