



ISSN -PRINT-2231-3613/DNLNIE2455-8729
International Educational Journal

UGC APPROVAL NO. - 42652

CHETANA

Received on 28th Jan 2018, Revised on 15th Feb 2018; Accepted 17th Feb 2018

ARTICLE

Emotional Intelligence - A Road Map to Success

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Key words: *Emotional Intelligence, High EQ, Low EQ, Self-awareness, Motivation & Empathy etc.*

Abstract

Emotions are personal experiences and if properly used, they are essential tools for successful and to fulfill life properly. However, if emotions are out of control, it can result in a disaster. In day-to-day life, they affect our relations with other people, our self-identity and our ability to complete a task. Psychologists, Psychiatrists, and Medical Doctors have been proving that there are personal characteristics called emotional intelligence which is responsible for the ways we behave, how we feel, how we relate to others, how well we do at our jobs, and how healthy we can stay.

According to Daniel Goleman, an American psychologist and author of *Emotional Intelligence*, "Emotional Intelligence is the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and others."

Introduction

"Anyone can be angry – that is easy. But to be angry with the right person, to the right degree, at the right time, for the right purpose, and in the right way – that is not easy."

Characteristics of Emotional Intelligence

Daniel Goleman, developed a framework of five elements that define emotional intelligence:

1. **Self-Awareness** - People with high emotional intelligence are usually self-aware. They understand their emotions and don't let them get out of control. *They know their strengths and weaknesses*, and they work on these areas so they can perform better. Many people believe that this self-awareness is the most important part of emotional intelligence.

2. **Self-Regulation** -People who self-regulate their emotions, don't allow themselves to become too angry or jealous, and they don't make impulsive, careless decisions. *They think before they act.* Characteristics of self-regulation are thoughtfulness, comfort with change, integrity, and the ability to say no.
3. **Motivation** - People with a high degree of emotional intelligence are usually motivated. They're *willing to defer immediate results for long-term success.* They're highly productive, love a challenge, and are very effective in whatever they do.
4. **Empathy** -Empathetic people are usually excellent at managing relationships and they live their lives in a very open, honest way.
5. **Social Skills** - It's usually easy to talk to and like people with good social skills, another sign of high emotional intelligence. *They can manage disputes, are excellent communicators, and are masters at building and maintaining relationships.*

Various researches show that IQ can help you to be successful to the extent of 20 percent only in life. The rest of 80 percent success depends on your EQ .Our educational system gives stress on IQ and not on EQ. Students are taught History, Hindi, English, Geography, Physics, Botany, Computers, Medicine, and Engineering etc. They are not taught how to handle frustration, anxieties, stress, failure, depression, burnout, inferiority complexes and ego-problems. They are not told to learn how to manage emotions i.e. interaction, coordination, adjustment, communication etc.

Brain and behavioral science research shows that deficits in moral and emotional intelligence can damage the intellect of children and adolescents. According to researchers, the greatest toll is on children and adolescents for whom risks include bullying and social cruelty, aggressive acts, violent crime, depression, and alcohol and drug use. Such students who exhibit behaviors of social cruelty show aggression in unprovoked situations; use power imbalance to intimidate or hurt other students; lack empathy; rate high on self-esteem; and lack shame, act impulsively, and fail to anticipate the consequences of their behavior. To nurture these, students' developing character and promote their positive development, emotional literacy must be a key ingredient of their education.

Emotional intelligence and success in academic performance

Emotional intelligence can help or hinder the pursuit of knowledge in various ways. Research suggests that emotional health is fundamental to effective learning. An intelligent student who is self aware and intrinsically motivated will definitely have very high academic performance. Students with high emotional intelligence will also have good relationship with teachers and parents which also help them to perform well in their examinations. Students with good EQ will not have conflicts with peer group and are not likely to use drugs or alcohol.

Characteristics of a person with High EQ

- A time to wait and a time to watch,
- A time to be aggressive and a time to be passive,
- A time to love,
- A time to work and a time to play,
- A time to speak and a time to be silent,
- A time to be patient and a time to decide.

Characteristics of person with low EQ

- "If only I had finished graduation"
- "If only I had been handsome/beautiful..."
- "If only I had been born rich and famous..."
- "If only I had better friends ..."

Why is it important for teachers and parents to understand emotional intelligence?

During the first three or four years of life, brain grows to about two thirds its full size and evolves in complexity at a greater rate than it ever will again. During this period, key kinds of learning take place more readily than later in life - emotional learning is foremost among them. Emotional intelligence begins to develop in the earliest years. All these small exchanges children have with their parents, teachers, and with each other carry emotional messages. These messages repeat over and over to form the core of a child's emotional outlook and capabilities. A little girl who finds a frustrating puzzle, might ask her busy mother (or teacher) for help. The child gets one message if her mother is not able to express clearly. "Don't bother me - I've got important work to do." Such encounters mold

children's emotional expectations about relationships, outlooks that influence her/his their functioning in all realms of life, for better or worse.

What can teachers do to help develop emotional intelligence?

There is no area where the ability of the teacher matters so much, since how a teacher handles is or her class is in itself a model. "As a general rule, *the smarter an individual is in terms of IQ and EQ, the more opportunity for that person to be a great teacher.*"

Strategies for using emotional intelligence with learners:

- Ensure that you are aware of your learners' reactions and listen to them so you can respond to their needs.
- **Be empathic:** try to be aware of things that could be affecting how your learners are feeling e.g. anxiety around exam time.
- **Dealing with fears & expectations:** make sure your learners are aware of what will happen in a course and what is expected of them.
- **Acknowledging individuals:** for example, making eye contact equally among students, using their names and acknowledging previous contributions during a session.
- **Physical environment:** making this as pleasant as possible
- **Listen patiently to children and ask them what they want to learn more about and what concerns or uncertainties they might have.** Incorporate this as may be fitting into classroom discussion times, and infuse it delicately into the instructional framework.
- **Ensure that children actually feel that that they are being listened.** Encourage them to express their feelings, concerns, and ideas for solutions in a variety of ways. Help them to brainstorm together, and recognize accomplishment and thoughtfulness.
- **Explain the connections between real-world and curriculum-based learning.**
- **Break problems down into smaller components or steps.** **Be** alert to any emotional ups and downs that present themselves (sadness, discouragement, relief, and other emotions).
- **Build confidence and positive expectations by enabling children to work at their individual levels of understanding, and by modeling good coping and problem solving skills.**
- **Try to maintain a sense of humors— even when times are troubling.**
- **Select literature that builds understandings of persistence, bravery, and ways to confront challenge, suffering, or loss.**

- Respect, accept and, most importantly, value curiosity-driven learning.
- Keep explanations clear and be mindful of the child's intellectual ability and emotional competence. Better to be brief than boring.
- Be particularly sensitive to children who have previously experienced a traumatic event, who have a history of emotional problems. If anxiety interferes with a child's daily functioning then professional consultation might be warranted. Parent-teacher communication is especially important.

Emotional Intelligence: What Parents Can Do?

There are many ways parents can encourage emotional intelligent behavior in their children. At home, parents should strive to create an environment of trust, respect, and support. Here are some specific steps parents can take to nurture an emotionally intelligent child.

1. **Be a good listener.**
2. **Make sure your child's own emotional needs are met.** In order to help a child to be able to feel and express empathy for someone else, his/ her own emotional needs must first be met.
3. **Teach your child how to cope with negative emotions.** It's natural for kids and adults to experience negative emotions such as anger and jealousy. A child who is taught how to handle these feelings in a positive, problem-solving way by sympathetic parents, is more likely to have strong emotional intelligence and empathy.
4. **Model the behavior you seek.** Apologizing when you're in the wrong or when treat others with respect and kindness, children learn a great deal about relationships from observing the behavior of their parents.
5. **Nurture your child's self-esteem.** A child with a good sense of self, is happier, well-adjusted, and does better in school. Strategies for fostering self-esteem include giving your child responsibilities, allowing him/ her to make age-appropriate choices, and showing your appreciation for a job well done.
6. **Respect differences.** Every child has his or her own unique talents and abilities. Whether in academics, athletics, or interpersonal relationships, resist the urge to compare your child to friends or siblings. Instead, honor your child's

accomplishments and provide support and encouragement for the inevitable challenges he faces.

7. **Take advantage of support services.** Seek the advice and support of school counselors or other social services during times of family crisis, such as a divorce or the death of a close friend or family member. Remember that no matter how close you are to your child; she/he may be more comfortable discussing a troubling family situation with another trusted adult.
8. **Talk about positive and negative behaviors around you.** We are constantly exposed to examples of good and bad behavior in real life and in books, TV, and movies. Talk with your child about the behavior you see, such as someone making another person sad or acting like a bully or, conversely, someone helping others and making people feel better about themselves. Discuss the different types of behavior and their effects.
9. **Set a good example.** Your child learns about how to interact with people by watching you and other adults in her life. By helping family members and neighbors or supporting friends and others who are in need or having a hard time, you will be teaching your child how to be an empathetic person.
10. Value their opinions.
11. Consider issues sensitively, one at a time. Be honest, and respond with only as much detail as the child is able to handle. Children's cognitive levels differ with age, development, and personal experience.
12. Discuss the importance of tolerance and relationship-building.
13. Encourage children to play. They should continue to be active and to maintain balance in their lives.
14. Help children to appreciate the value of self-expression in the form of art, music, or journal or poetry writing. These can be wonderful outlets for conveying feelings, and also serve as springboards for discussion.

Conclusion

Emotional intelligence enables us to develop very good interpersonal relationships and to have better social support. It is a highly desirable and personally valuable attribute to

possess. Through life skills, training and scientific guidance, we can improve the emotional intelligence of children and thus we can lead them towards a very successful future life.

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