



Emotional Intelligence

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EMOTIONAL INTELLIGENCE

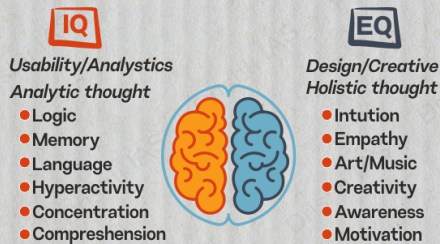
‘EI is the ability to understand and manage emotions - own as well as others’

History

- First used by Wayne Payne (1986)
- In 1990, Daniel Goleman published his book on EI that's when the concept of EI started to be applied worldwide

EQ v/s IQ:

- IQ represents cognitive abilities, EQ represents emotional



Bar-On Model of EI

- Describes EI as an array of interrelated emotional and social competencies, skills and behaviors that impact intelligent behavior

EI Skills (given by Daniel Goleman)

- David Goleman developed a framework of 5 key components that make up EI



Importance

- **Personal Life:**
 - Better social relations
 - Better mental health & stress management
 - Effective leadership
 - Enhance decision making
- **Professional Life:**
 - Helps resolve conflicts
 - Helps coach and motivate others
 - Develops collaborative culture
 - Builds psychological safety within teams
- **In Civil Services:**
 - Better understanding of nature of problems
 - Better targeted policies
 - Motivating subordinates
 - More innovative solutions

Signs of being Emotionally Intelligent

- Able to identify and describe what people are feeling
- Aware of personal strengths and limitations
- Self-confidence and self-acceptance
- Able to accept own mistakes and let go of others'
- Receptivity
- Feel concerned for others & sensitive to their feelings

Developing EI Skills

- Develop habit of writing journals
- Regularly examine your own emotions
- Seek feedback of others
- Listen and pay attention to others
- Cultivate empathy
- Learn conflict resolution techniques



Drishti IAS

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