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## EMOTIONAL INTELLIGENCE AND ITS RELEVANCE FOR THE YOUTH OF TODAY

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### Abstract

According to David Wechsler, "Intelligence is the aggregate or global capacity of the individual to act purposefully, to think rationally, and to deal effectively with his environment." But we all know of people who are academically very intelligent but actually prove unsuccessful in life. They have high intelligence quotient (IQ) but are very inept in skills related to social and interpersonal relationships.

It has been found that people with modest IQ scores but with high abilities in emotional intelligence lead to better success in life. Both IQ and EQ types of intelligence work together. IQ is more concerned with the rational, reasoning mind while EQ is more concerned with the working of the emotional mind.

Emotional Intelligence was first defined by Peter Salovey and John Mayer as, "the subset of social intelligence that involves the ability to monitor one's own and others' feelings and emotions, to discriminate among them and to use this information to guide one's thinking and actions". The model proposed by Salovey and Mayer identified four different factors of emotional intelligence. But the concept of Emotional Intelligence was popularized by Daniel Goleman who said that emotional intelligence consists of five major parts.

Emotional intelligence enables students to have positive interactions with people around them. Youngsters who give importance to qualities such as initiative, empathy, adaptability, interpersonal and intrapersonal relationships etc. are more likely to succeed in life. It is believed that enhancing the emotional intelligence of students will lead to reduction in aggression, better academic achievement and better relationships.

**Keywords:** Emotional Intelligence, youth of today, emotions, interpersonal and intrapersonal relationships.

According to David Wechsler, "Intelligence is the aggregate or global capacity of the individual to act purposefully, to think rationally, and to deal effectively with his environment." But we all know of people who are academically or artistically very intelligent and talented but actually prove unsuccessful in life. They have high intelligence quotient (IQ) but are very inept in skills related to social and interpersonal relationships. They face difficulties in school, college, in relationships and workplace. This clearly implies that having a high IQ does not guarantee that success will follow definitely. Success requires more than IQ (Intelligence Quotient), which has been used traditionally to measure of intelligence. Then what is it which helps individual with average intelligence to succeed in life? Some psychologist believe that it emotional intelligence which makes people successful in life, in spite of not possessing exceptional intelligence.

People with modest IQ scores but with high abilities in emotional intelligence lead to better success in life. Both IQ and EQ types of intelligence work together. IQ is more concerned with the rational, reasoning mind while EQ is more concerned with the working of the emotional mind. There are researches that show that the emotional mind is so strong that it may greatly influence rational intelligence leading to positive or negative consequences. Emotions play a very important role in all walks of life like health, learning, achievement, relationships etc. Emotional intelligence affects how we manage behavior, manage complexities of social life and take decisions.

Emotional Intelligence was first defined by Peter Salovey and John Mayer as the ability to process emotional information accurately and efficiently. Salovey and Mayer (1990) in their influential article "Emotional Intelligence," defined emotional intelligence as, "the subset of social intelligence that involves the ability to monitor one's own and others' feelings and emotions, to discriminate among them and to use this information to guide one's thinking and actions". The model proposed by Salovey and Mayer identified four different factors of emotional intelligence: the perception of emotion, the ability reason using emotions, the ability to understand emotion and the ability to manage emotions. These can be elaborated as below:

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1. **Perceiving Emotions:** In order to understand our emotions we first need to perceive the emotions appropriately. For this we often have to comprehend nonverbal signals like body language, facial expressions (happiness, sadness, anger, and fear ) etc. The ability to correctly perceive the emotions of others is very necessary for the development of emotional intelligence.
2. **Reasoning with Emotions:** The next step is to use emotions to promote reasoning and cognitive activity. Emotions help us to give priority to what we want to pay importance to and guide the way we think.
3. **Understanding Emotions:** Emotions have different meaning for different people. A person may get angry for different reasons. Thus to understand a person's anger we need to first comprehend the reason behind his being so angry. Emotions convey varied information and are associated with different actions. It is very important to understand the emotions and the associated actions as this helps in our capacity to reason.
4. **Managing Emotions:** Effective management of emotions is an essential component of emotional intelligence. Regulating our own emotions and responding wisely to the emotions of others are important components of emotional management.

According to Salovey and Mayer, the four branches of their model are, "arranged from more basic psychological processes to higher, more psychologically integrated processes. For example, the lowest level branch concerns the (relatively) simple abilities of perceiving and expressing emotion. In contrast, the highest level branch concerns the conscious, reflective regulation of emotion" (1997).

The concept of Emotional Intelligence was popularized by Daniel Goleman. Emotional Intelligence is the set of skills that underlie the assessment, evaluation, expression and regulation of emotions. (Goleman, 1995b; Mayer & salovey, 1997; Salovey & Sluyter, 1997). Emotional Intelligence being a relatively recent concept rose to prominence with Daniel Goleman's 1995 Book called 'Emotional Intelligence'. Emotional intelligence (EI) refers to the ability to perceive, control and evaluate emotions. Some researchers suggest that emotional intelligence can be learned and strengthened, while others claim it is an inborn characteristic. According to Goleman emotional intelligence consists of five major parts:

1. Knowing our own emotions
2. Managing our emotions
3. Motivating ourselves
4. Recognizing the emotions of others
5. Handling relationships

**Knowing Our Emotions:** First and the foremost thing is to be able to recognize and know our own emotions. If we are aware of our own feelings and emotions we can make wise decisions in life. People who are not aware of their emotions are often not able to express their feelings. This often leads to poor interpersonal relationships as they are not able to communicate their feelings to others as well as other people are not able to understand what the former are actually feeling. People who are able to recognize their own emotions are able to understand their feelings more effectively. Being aware of one's own feelings is the stepping stone of emotional intelligence. Often if we are not able to understand our own feelings we become subjugated by our own feelings. Anger is usually considered to be a very negative emotion. But anger in some circumstances can be appropriate. Knowledge of emotional intelligence and awareness of our own emotions helps us to identify and understand the causes of our anger. There are many people who are not satisfied and happy with any relationship but they repress their real feelings. This leads to a very unhappy and frustrating life. Identification of one's own emotions is not an easy task. Effective self awareness of our emotions indicates the presence of high emotional intelligence and helps in leading a successful life. People with high emotional intelligence are usually very self-aware . They understand their emotions and do not let their feelings rule them. They are thus very self confident and aware of their strengths and weaknesses, It is believed by many people that self-awareness is the most significant part of emotional intelligence.

**Managing Our Emotions:** A person who has learnt to manage his emotions effectively is able to manage his anger and disruptive behavior. He is now able to efficiently manage his stress. Managing our own emotions develops the capacity to soothe our own self, remove all anxieties and to face the challenges of life. Self-



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management does not imply repressing our emotions. It actually means identifying our emotions and then managing them appropriately leading to rational decisions. Self-management also includes knowing our personal limits and abilities. Personal time-management, self-motivation and assertiveness are key skills in this area. Do not make unreasonable demands on yourself, learn to be assertive rather than just saying, 'Yes' to the demands of others. Self managed people are never too jealous or quick tempered. They never make impulsive decisions and they think before doing anything. Emotional management helps in appropriate handling of our feelings so that they are relevant to the current scenario and giving reaction appropriately.

**Motivating Ourselves:** While doing any particular task we need to motivate our own selves so that we that we remain enthusiastic and energetic to complete the task effectively and successfully. Greater the level of motivation greater the achievement in the real life. People who are self motivated are usually very successful in life.

**Recognizing and Influencing Others' Emotions:** This is a very important part of emotional intelligence. We need to recognize and understand the emotions of others. Ability to recognize others emotions lead to better understanding of the other person's perspective. There is greater empathy for the emotions and feeling of others. People who are empathetic are more aware of what others expect from them and make them altruistic in nature. Such people are usually very good listeners.

**Handling Relationships:** We all know of some people who get along very well with other. They make friends quickly and are very popular. According to Goleman, this is due to the fact that they have very high emotional intelligence. Increased ability to understand relationships leads to better communication with others. This leads to the development of the abilities of sharing, cooperation, democratic attitude, negotiability skills and successful resolution of conflicts.

According to Salovey, Mayer and Daniel Goleman, management of emotions is very essential for effective learning and efficient decision making. Youngster today need to develop their emotional intelligence as they have to nurture relationships of different nature and have to take many decisions on varied issues of their life. Nowadays young people are often very stressed due to different work pressures. They tend to lose their temper easily. This leads to poor ability of decision making and often hampers interpersonal relationships. Emotional intelligence helps us to manage our emotions wisely. It is the need of the hour to enhance emotional intelligence in the youngsters of today so that they can improve their decision-making and problem-solving abilities.

Emotional intelligence enables students to have positive interactions with people around them- be it at home, at college or at workplace. Teachers today adopt many strategies to improve classroom discipline and accelerate the academic and social progress of all students. But according to Goleman all these problems are due to lack of emotional intelligence. Therefore young people should understand the concept of Emotional Intelligence (EQ) – i.e. the ability to identify and manage their own emotions and to develop successful interpersonal relationships with others. But most of the people today do not understand the importance of emotional intelligence. They are not aware of the role that emotions have on their health, education, interpersonal relationship, intrapersonal relationships etc. It is a general observation that people who have well developed emotional intelligence lead a happier and more successful life. Youngsters who give importance to qualities such as initiative, empathy, adaptability, interpersonal and intrapersonal relationships etc. are more likely to succeed in life. Thus we see that Emotional Intelligence is the fundamental key to success. Emotional Intelligence does not mean that youth just have to be nice and polite with others. It implies that they need to manage their emotions properly so that they can successfully work in a team and handle conflicts wisely.

Many researches have been conducted in the area of Emotional Intelligence. They highlight the relevance of emotional intelligence. Some of the studies have been cited below:

Srinivasan and George (2005) in their research paper investigated the relationship between emotional intelligence and conflict management styles of management students. The subjects for the study were 516 students from business schools in Tamil Nadu, India, who responded to a structured questionnaire. The results of the study were that problems demand different styles of handling and emotionally intelligent students seem to be capable of applying the different style of conflict management styles as the situation demands.



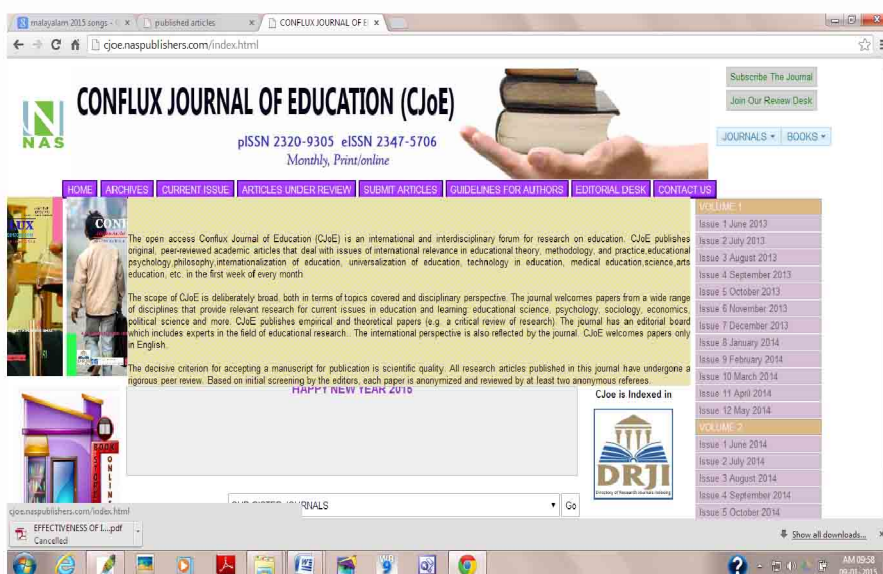
Berenson, Boyles and Weaver conducted a study to examine the intrinsic factors of emotional intelligence (EI) and personality to determine the extent to which they predict grade point average (GPA), a measure of academic success, among students attending community college. Stepwise multiple regressions revealed that EI emerged as the most significant direct predictor of GPA. The addition of personality to EI significantly increased the amount of variance accounted for in GPA. Main conclusions were that soft skills are pertinent to academic success and may constitute a useful profile of the successful online student that could be applied to marketing, advisement, quality assessment, and retention efforts.

Yelkikalan, Onsekiz ,Kiray et al used a questionnaire to study the emotional intelligence levels of students studying at five different faculties of Çanakkale Onsekiz Mart University in the context of emotional intelligence extents; the difference in terms of demographic qualities of students and the majors they study and the relationship between emotional intelligence of students and their academic achievements. They concluded that there is a significant relationship between the emotional intelligence and academic achievements and that almost 11 % of change in academic achievements can be explained by emotional intelligence.

Thus we see that emotional awareness and the ability to manage our emotions effectively has a significant impact on the success of students. All the youngster need to be self motivated towards our goals, showing empathy for people around us and managing interpersonal relationships. Students need to be guided to identify their feelings. It is believed that enhancing the emotional intelligence of students will lead to reduction in aggression, better academic achievement and better relationships. The ability to empathize, self control, communicates effectively and to be able to make rational decisions leads to success in life. Skills like problem solving, self-motivation, emotional wiseness and self-discipline serve as the stepping stones to success in life.

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