

Meaning and Definition of Emotional Intelligence

Emotional intelligence is that ability of a person by which he understands his emotions, sentiments and actions; he knows them and identifies them; and also understands, knows and identifies the emotions, sentiments and actions of other people, which can satisfy him and others. Like intelligence, emotional intelligence too is an innate ability, yet environmental situations and experiences play a far wider role in development of emotional intelligence.

Defining emotional intelligence, Golemane states that emotional intelligence is an ability by which we identify our own sentiments as well as those of others; we motivate ourselves and also manage our emotions in relation with others.

According to **Salovey and Mayer**, emotional intelligence is *"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."*

According to **Bar** : *"Emotional intelligence is that one's interpersonal ability to be aware of oneself to understand one's strength and weakness and to express one's feelings and thoughts non-destructively."*

According to **Barun** : *"Emotional intelligence is a series of competency, capability and effective domain which affect the ability to succeed in fighting with the demand and various pressure forms."*

According to **Dalip Singh** : *"Emotional intelligence constitutes three psychological dimensions: emotional competency, emotional maturity and emotional sensitivity which motivates an individual to recognize truthfully, interpret honestly and handle tactfully that dynamics of human behaviour."*

On the basis of above definitions of emotional intelligence, we can say that :

1. An individual identifies and understands his feelings, actions and behaviour etc. by his emotional intelligence.
2. It is by emotional intelligence that an individual identifies and understands other individuals' feelings, actions and behaviour.
3. It is by emotional intelligence that an individual manages his feelings, actions and behaviour such that he can satisfy himself as well as others.

Characteristics of Emotional Intelligence

1. Emotional intelligence is inborn and its development takes place by experience and maturity.

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2. Emotional development can be cultivated as well as destructed. Development or destruction depends on what type of experiences an individual gets from his environment.
 3. Emotional intelligence is related with one's own feelings and emotions.
 4. Emotional intelligence helps to understand others' feelings and emotions.
 5. In emotional intelligence, these data are used to manage mutual relations.
 6. In emotional intelligence, mutual interaction is based on feelings and actions.
 7. It is by emotional intelligence that an individual's thinking and actions are guided.
 8. Emotional intelligence is the fundamental element in an individual's success.
 9. Emotional intelligence can be measured by its elements and dimensions.
 10. Emotional intelligence, as compared with normal intelligence, is more helpful and effective in attaining success in practical life.
 11. The most important feeling of emotional intelligence is self-awareness.
 12. Emotional intelligence varies in different individuals.
 13. Emotional intelligence is more important than normal intelligence because the latter reveals how intelligent an individual is; while the former reveals how capable is an individual in making use of his intelligence.

Concept of Emotional Intelligence

Importance of Emotional Intelligence

Several research studies have concluded that emotional intelligence is more important in an individual's success as compared with intelligence. The report by the National Centre for Clinical Infant Programme has said that the chief component in students' success is their emotional intelligence and its development. The importance of emotional intelligence can be well explained under the following points :

1. Emotional intelligence plays a vital role in maintaining physical and mental health. Uncontrolled tension creates several grave problems for an individual and results into high blood pressure, heart attack, impotency, infertility, complexes and other physical and mental ailments.
2. Emotional intelligence helps to know an individual's feelings so that he can be guided in the desired direction.
3. Emotional intelligence assists in increasing working capability of an individual, because it encourages him to work patiently and peacefully.
4. It is by emotional intelligence that an individual can cultivate his inner faculties well and use them properly.
5. In the familial fold, emotional intelligence plays a vital role, because patience, peace, harmonious conduct and emotional maturity are necessary for happiness, peace and prosperity in the family.
6. Emotional intelligence assists greatly in forming social relations and adjusting with them effectively, because it helps an individual to present his views before others as well as listen to them patiently. It helps in proximity, intensity and belongingness in social relations.
7. Emotional intelligence cultivates leadership traits. It is said that intelligence is the brain of a leader, and emotional intelligence is his heart. Emotional intelligence helps an individual to lead his group or team successfully.
8. Emotional intelligence helps to understand human values and others' sufferings, and behave himself accordingly.
9. An individual having emotional intelligence is able to know himself, his abilities and capabilities, his weaknesses and his feelings. He evaluates himself honestly. Such an individual succeeds in life.
10. Emotional intelligence influences an individual lifelong.

Stenberg says that the world cannot be known without

Emotional Intelligence and Education

In the present scientific and material world, the society has seen several revolutionary changes. Scientific inventions and discoveries have made man materialistic. Educational environment too has undergone great changes, and such changes continue to take place. In the shine of materialism, today's student finds himself lost. Human values are degrading. The political leaders and diplomats guiding the government, the managers managing the educational institutions and teachers imparting education are all in the same boat when they have discarded good qualities like honesty, service, cooperation and renunciation etc., and have adopted bad qualities like dishonesty, injustice, corruption, prejudice etc. Therefore, it can be very useful to know about emotional intelligence of both students and teachers, and to behave keeping one's own and others' feelings. Students should be trained right since beginning how to utilize their emotional intelligence in the

desired direction. For this purpose, the teachers should undertake the following actions :

1. Students should be acquainted with their abilities, capabilities, strengths and weaknesses.
2. Students should be encouraged to aspire according to the abilities, capabilities and qualities of their emotional intelligence.
3. Students should be inclined to understand and respect feelings of other students and people.
4. Teachers should observe each activity of students, so that they are not misguided and misled.
5. Effort should be made to do away with students' negative thinking and construct positive aptitude in them.
6. The class and school environment should be natural, simple, cooperative, harmonious, sympathetic and democratic; autocratic tendencies should not be adopted.
7. Different types of co-curricular activities should be organised in the school, through which the qualities of love, cooperation, coordination, sympathy, team spirit etc. should be cultivated in students.
8. Students should be motivated to adapt to the actual circumstances.
9. Students should be given personal, educational and vocational guidance.
10. Teachers should present themselves before students as role models.