

Emotional Quotient

Presentation Map

- Evolution of EI concept
- What is Emotional Intelligence (EI)?
- What is Emotional Quotient (EQ)?
- What are features of EQ?
- IQ vs. EQ
- Can it be Measured?
- Situations where it can be used effectively
- Emotional Intelligence in Organizations?
- Is there something beyond emotional quotient?

Evolution of EI concept

- David Weschler (1940)
 - Cognitive and Non-cognitive aspects
- Robert Thorndike (1937)
 - Social intelligence
- Howard Gardner (1983)
 - Intrapersonal and Interpersonal intelligence

What is EI?

The capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well within ourselves and in our relationships

According to *Mayer and Salovey* (1993)

The emotionally intelligent person is skilled in four areas viz. identifying emotions, using emotions, understanding emotions, and regulating emotions

Salovey expands these abilities into five domains

- Knowing one's emotions
- Managing Emotions
- Motivating oneself
- Recognizing emotions in others
- Handling relationships is the art of relationships

What is EQ?

- An evaluation of the emotions that one shows in his reactions to various situations
- A fictitious measure of everything other than IQ that helps us get ahead in the world

At best IQ contributes about 20% to the factors that determine life success, which leaves 80% to other forces....

Daniel Goleman

“Anyone can become 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 the right way – that is not easy”

ARISTOTLE – The Nichomachean Ethics

Features of EQ

- Heart over Head
- Control of Passion over Reason
- Impulses to Action

IQ v/s EQ

IQ

- Rational mind
- Perceives situations solely on the basis of logic and reason
- The mind that ‘thinks’

EQ

- Emotional mind
- Decision making is based on intuition and impulse
- The mind that ‘feels’

Evaluating EQ

- BarOn's EQ-I (Bar-On, 1997)
- Multifactor Emotional Intelligence Scale (Mayer, Caruso, & Salovey, 1998)
- Emotional Competence Inventory
- EQ Map (Orioli, Jones, & Trocki, 1999)
- Seligman's SASQ

BarOn Emotional Quotient Inventory - EQ-i™

- Result of 19 years of research by Dr. Reuven BarOn
- Tested on over 48,000 individuals worldwide
- The BarOn Emotional Quotient Inventory is designed to measure a number of constructs related to emotional intelligence
- A growing body of research suggests that emotional intelligence is a better predictor of “success” than the more traditional measures of cognitive intelligence (IQ)
- What does the Baron EQ-i measure? The BarOn EQ-i consists of 133 items and takes approximately 30 minutes to complete. It gives an overall EQ score as well as scores for 5 composite scales and 15 subscales

BarOn Emotional Quotient Inventory - EQ-i™

- *Intrapersonal Scales*
 - Self-Regard
 - Emotional Self Awareness
 - Assertiveness
 - Independence
 - Self-Actualization
- *Interpersonal Scales*
 - Empathy
 - Social Responsibility
 - Interpersonal Relationship
- *Adaptability Scales*
 - Reality Testing
 - Flexibility
 - Problem Solving
- *Stress Management Scales*
 - Stress Tolerance
 - Impulse Control
- *General Mood Scales*
 - Optimism
 - Happiness

EI Utility Situations

- At times of criticism
 - Be specific
 - Offer a solution
 - Be present
 - Be sensitive
- Medical implications
 - Helping people better manage their feelings
 - Attending psychological needs of patients

Various Situations

- Family perspective
 - Confidence
 - Curiosity
 - Intentionality
 - Self-control
 - Communication
 - Cooperativeness
- EQ & Military Leadership

The emotionally intelligent organization

- A *work organization* is an integrated system, depends upon the performance of each individual who is a part of it and on the interrelationship of the individuals
- Employees create a culture that continuously applies the skills and tools of emotional intelligence
- All employees take responsibility for increasing their own EI through developing their own self-awareness, managing their emotions, and motivating themselves

The emotionally intelligent organization

- Use of EI in relations with others through developing effective communication skills and interpersonal expertise, and through helping others help themselves
- Use their emotional intelligence to apply all of these improvements to the organization as a whole
- Ideal workplace: Everyone communicates with understanding and respect, where people set group goals and help others to work towards them, and where enthusiasm and confidence in the organization are widespread

What next?

Spiritual Quotient

To conclude...

*“Muh ki baat sune har koi,
Dil ke dard ko jaane kaun?
Awaazon ke baazon mein,
Khamoshi pehchane kaun?”*