

## LECTURE - 13

### EMOTIONAL AND SOCIAL INTELLIGENCE

#### EMOTIONAL INTELLIGENCE

##### What is emotional intelligence?

Emotional intelligence (EQ) is the ability to identify, use, understand and manage your own emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges and defuse conflict. This ability also allows us to recognize and understand what others are experiencing emotionally. This recognition and understanding is, for the most part, a nonverbal process that involves thinking and influences how well you connect with others.

Therefore, emotional intelligence is the ability to :

- **identify, use, understand** and **manage** your emotions in positive and constructive ways.
- It's about **recognizing** your **own emotional state** and the **emotional states of others**.
- Emotional intelligence is also about engaging with others in ways that **draw people to you**.

Emotional intelligence differs from how we think of intellectual ability. Emotional intelligence (EQ) is a way to measure how a person recognizes emotions in himself or herself and others and manages these emotional states to work better as a group or team. Intelligence Quotient (IQ) is a value that indicates a person's ability to learn, understand and apply information and skills in a meaningful way.

##### Why emotional intelligence is important?

We all know that it's not the smartest people that are the most successful or the most fulfilled in life. You probably know people who are academically brilliant and yet are socially inept and unsuccessful at work or in their personal relationships. Intellectual intelligence (IQ) isn't enough on its own to be successful in life. Your IQ can help you get into college, but it's your emotional intelligence (EQ) that will help you manage the stress and emotions when facing your final exams. IQ and EQ exist in tandem and are most effective when they both are elevated and building off one another.

##### Effects of Emotional Intelligence:

1. **Performance at school or work.** Emotional intelligence can help you navigate the social complexities of the workplace, lead and motivate others and excel in your career. In fact, when it comes to gauging job candidates, many companies now view

emotional intelligence as important as technical ability and use EQ testing before hiring.

2. **Physical health.** If you're unable to manage your emotions, you probably are not managing your stress either. This can lead to serious health problems. Uncontrolled stress can raise blood pressure, suppress the immune system, increase the risk of heart attack and stroke, contribute to infertility and speed up the aging process. The first step to improving emotional intelligence is to learn how to relieve stress.
3. **Mental health.** Uncontrolled emotions and stress can also impact your mental health, making you vulnerable to anxiety and depression. If you are unable manage your emotions, you'll be at risk of being unable to form strong relationships which can leave you feeling lonely and isolated.
4. **Your relationships.** By understanding your emotions and how to control them, you're better able to express how you feel and understand how others are feeling. This allows you to communicate more effectively and forge stronger relationships, both at work and in your personal life.

### **What you can do to develop and improve your emotional intelligence?**

- Learn to recognize and pay attention to all your emotions
- Incorporate emotions in your decision-making process
- Stay present without planning the future or analyzing the past
- Be aware of the nonverbal messages you send others
- Use humor and play to relieve stress

### **BUILDING EMOTIONAL INTELLIGENCE**

The key skills for building your EQ and improving your ability to manage emotions and connect with others are:

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1. Self-awareness
2. Self-management
3. Social awareness
4. Relationship management

### **Key skill 1: Self-awareness**

The science of attachment teaches that present day emotional experience is a reflection of early life emotional experiences. Your ability to experience core feelings like anger, sadness, fear, and joy most likely depends on the quality and consistency of your early life emotional experiences. If your emotions were understood and valued, your emotions became valuable assets later in life. But, if your emotional experiences were confusing, threatening or painful, you most likely did your best to distance yourself from them. Being able to connect to your emotions i.e having a moment-to-moment connection with your changing emotional experience, is the key to understanding how emotion influences your thoughts and actions.

### **Key skill 2: Self-management**

Being emotionally aware is just the first step to emotional management. In order for you to engage your emotional intelligence, you must also be able to manage your emotions to make constructive decisions about your behavior. When you become overly stressed, you can lose control of your emotions and the ability to act thoughtfully and appropriately. Therefore, self-management is the ability to control impulsive feelings and behaviours, managing your emotions in healthy ways, ability to keep commitments and adapting to changing circumstances.

### **Key skill 3: Social awareness**

Social awareness is the ability to understand the emotions, needs and concerns of other people; ability to pick up on emotional cues; feeling socially comfortable and recognizing the power dynamics in a group or organization. Social awareness is the skill needed to pick up on the largely nonverbal cues others constantly send. Therefore, it includes the ability to connect with others using nonverbal communication. This wordless form of communication is emotionally driven. Our nonverbal messages will produce a sense of interest, trust, excitement and desire for connection Or they will generate fear, confusion, distrust, and disinterest.

### **Key skill 4: Relationship management**

Working well with others is a process that begins with emotional awareness and your ability to recognize and understand what other people are experiencing. Once emotional awareness is in play, you can effectively develop additional social/emotional skills that will make your relationships more effective, fruitful and fulfilling. Relationship management includes ones' ability to develop and maintain good relationships, communicate clearly; inspiring and

influencing others; working well in a team and managing conflict. It also involves the use of humour and play to deal with challenges. Humour, laughter and play are natural antidotes to life's difficulties. They lighten our burdens and help us to keep things in perspective. A good hearty laugh reduces stress, elevates mood and brings our nervous system back into balance.

## **SOCIAL INTELLIGENCE**

### **What is Social Intelligence (SI)?**

Intelligence or IQ, is largely what you are born with. Genetics play a large part. But Social intelligence (SI), on the other hand, is mostly learned. Social intelligence develops from experience with people and learning from success and failures in social settings. It is more commonly referred to as “tact,” “common sense,” or “street smarts.”

Social Intelligence is simply the degree to which we “get along with and relate to other people around us”. Human beings are after all social animals, and this ability is absolutely vital if we are to get on in life and enjoy ourselves.

### **Why Social Intelligence is important?**

Almost all of us, if we are being honest, would admit that our “social skills” could do with a quick polish, and there is a vast range of skills which comprise Social Intelligence.

To begin with, one needs to be able to relate to people on a one to one basis, in small groups, to whole roomful of people, and to even larger gatherings. This involves the brain to brain communication and the human brain is the most complex, sophisticated and powerful organ to accomplish this. To deal with someone your own is a hard enough task and to deal simultaneously with large numbers of other brains is surely a sign of a genius.

Socially Intelligent people use all of the power of their own brains and bodies to communicate with and to ‘read’ others. They have to acquire attitudes that encourage others to grow, create, communicate and befriend, and they have to know both how to make and to keep friends.

This massively important intelligence also involves being able to negotiate the rapids of conflict and negotiation situations, mistakes and endings.

All of these skills require that the socially intelligent person should be a superb conversationalist and listener, able to relate successfully with wider world. Socially Intelligent people are comfortable with others from different backgrounds, ages, cultures and social strata and are able to make those people feel relaxed and comfortable around them. In fact anyone who deals with any other people at all in the course of their day e.g managers, sales assistant, receptionists, teachers, doctors, social workers, hotel staff etc needs Social Intelligence to do their jobs effectively. Thus, Social IQ is one of the most important and beneficial intelligences that one can cultivate and the good thing is that Social Intelligence can be cultivated.

Social Intelligence helps to survive and prosper in the situation marked by confusion, turbulence, strong feelings, violence, or destruction in social interactions and life. Thus, it becomes vital to understand and master the intricacies of a situation marked by confusion, turbulence, strong feelings, violence, or destruction to lead a happy life. And it is not only your social life, and that of others around you that will benefit –being successful socially has a fortunate, immediate and positive impact on your wealth, and on your physical well being.

### **What are the key elements of Social Intelligence?**

**1. Verbal Fluency and Conversational Skills.** You can easily spot someone with lots of SI at a party or social gathering because he or she knows how to “work the room.” The highly socially intelligent person can carry on conversations with a wide variety of people, and is tactful and appropriate in what is said. Combined, these represent what are called “social expressiveness skills.”

**2. Knowledge of Social Roles, Rules, and Scripts.** Socially intelligent individuals learn how to play various social roles. They are also well versed in the informal rules, or “norms,” that govern social interaction. In other words, they “know how to play the game” of social interaction. As a result, they come off as socially sophisticated and wise.

**3. Effective Listening Skills.** Socially intelligent persons are great listeners. As a result, others come away from an interaction with an SI person feeling as if they had a good “connection” with him or her.

**4. Understanding What Makes Other People Tick.** Great people observers or individuals high in social intelligence adjust themselves to what others are saying, and how they are behaving, in order to try to “read” what the other person is thinking or feeling. Understanding

emotions is part of Emotional Intelligence, and Social Intelligence and Emotional Intelligence are correlated – people who are especially skilled are high on both.

**5. Role Playing and Social Self-Efficacy.** The socially intelligent person knows how to play different social roles – allowing him or her to feel comfortable with all types of people. As a result, the SI individual feels socially self-confident and effective – what psychologists call “social self-efficacy.”

**6. Impression Management Skills.** Persons with SI are concerned with the impression they are making on others. They engage in what is called the “Dangerous Art of Impression Management,” which is a delicate balance between managing and controlling the image you portray to others and being reasonably “authentic” and letting others see the true self. This is perhaps the most complex element of social intelligence.

### **How can you develop Social Intelligence?**

It takes effort and hard work. Begin by paying more attention to the social world around you. Work on becoming a better speaker or conversationalist. Networking organizations, or speaking groups, such as Toastmasters (somebody who is presiding), are good at helping develop basic communication skills. Work on becoming a more effective listener, through what is called “active listening” where you reflect back what you believe the speaker said in order to ensure your understanding. Most importantly, study social situations and your own behaviour. Learn from your social successes and failures. The power of Social Intelligence can be discussed under following domains each building on others to help you accelerate the growth of your Social Intelligence:

#### **1. Reading people-Body language and to master it.**

More than half of all communication is through body language. How you project an image of yourself through your body language, and how to read other people through theirs, is key to developing Social Intelligence. The human body is a remarkable instrument and it plays the ‘music of communication’ in very subtle ways and if you learn to play it well, your social rewards will be great. So, smile a lot, make your actions congruent with your words, check for congruence/incongruence in others, meet and greet people with feelings, use appropriate gestures of affection and do mirror talk.

“Use what language you will, you can never say anything but what you are.”

- By Ralph Waldo Emerson

## **2. The art of listening**

The most Socially Intelligent people are not the ones who say the most rather they are the one's who listen the most. Therefore, it is important to master the art and science of listening and becoming the master of conversation by saying less.

Remember : you have one mouth but two ears !

## **3. Making connections**

One must learn the art of how to win friends, to influence people, to be popular, to converse easily, to negotiate with others successfully, and to deal with social relationships in a way that produces the results they desire. Enhance your power of association and be empathetic towards others.

## **4. How to shine in groups**

It refers to developing the skills to stand out from the crowd and how you can use your brain to impress others at any social gathering.

## **5. 'Attitood' about Attitude**

"If you think you can or can't, you are always right."

- By Henry Ford

Your attitude profoundly affects not only your behaviour, but also the behaviour of others around you, and therefore the behaviour of others with whom they interact, and so on in the giant ripple effect that spreads around the entire world. Because we naturally tend to copy 'best behaviours', the more we can set good example, the more people will follow that example including family and friends. Your own self-confidence is the key to relating with others.

## **6. Negotiations-How to win friends and influence people**

It is important to make sure that in any negotiations, both parties come away pleased with the outcome. It is important to learn to resolve disagreements and conflicts amicably.

## **7. Social graces**

Little gestures that show that you care are immensely socially intelligent. It is important to learn how these gestures work and how to use them for your own benefit and happiness.

## **8. Signposts for social success**

Developing your Social Intelligence will certainly give you greater social status and influence. You can apply everything you have learned to guarantee your growing future success.

### **The Relationship between Social Intelligence and Emotional Intelligence**

Emotional intelligence has for many years now been accepted as one of the critical determining factors influencing leadership success. “Emotional Intelligence” is defined by Daniel Goleman as the “The capacity for recognizing our own feelings and those of others, for motivating ourselves, for managing emotions well in ourselves and in our relationships.”

Social intelligence comes from our ability to be socially aware and to manage our relationships intelligently: the ability to pick up on emotions in other people and to work out what’s really going on with them; to appreciate another person’s perspective; to understand and appreciate the impact of your communication on others; to cultivate rapport and be attuned with a broad diversity of people; to manage interactions effectively; to engage with others for mutual benefit.

However and whenever, we are communicating we each have the opportunity to *communicate with emotional and social intelligence*. We can consider the intention for the communication and decide on our outcome; we can pay attention to the impact of that communication on others and then warm up our delivery; we can seek feedback and monitor the response. By developing a heightened awareness and sensitivity to our communication strategies we can develop and sustain fulfilling relationships in all manner of contexts.

Whether we are communicating face to face, over the telephone, via email or using one of the social media platforms communicating with social intelligence will impact on our success.



