

1. What are the attributes of an emotionally intelligent person? Discuss

Introduction

Emotional intelligence refers to the capability of a person to manage and control his or her emotions and possess the ability to control the emotions of others as well. In other words, they can influence the emotions of other people also.

Body

Attributes of an emotionally intelligent person:

- **Social regulation:** Involves controlling or redirecting one's disruptive emotions and impulses and adapting to changing circumstances.
- **Self-compassion:** Emotionally intelligent individuals are more likely to have a better understanding of themselves and to make conscious decisions based on emotion and rationale combined
- **Self-awareness:** The ability to know one's emotions, strengths, weaknesses, drives values and goals and recognizes their impact on others while using gut feelings to guide decisions.
- **Psychological well-being:** Emotional intelligence is positively correlated with higher life satisfaction, self-esteem and lower levels of insecurity or depression
- **Social skill:** Managing relationships to move people in the desired direction.
- **Adaptability:** Emotionally intelligent people recognize when to continue their course, and when it's time for a change.
- **Great listeners:** Emotionally intelligent people have the gift of being able to listen acutely to what's going on around them on an emotional level.
- **Empathetic:** Empathy includes the ability to relate to others and understand how they feel.
- **Motivation:** They have a passion for achieving their goals and are driven not by rewards such as money and prestige, but by accomplishing what they set out to do.
- **Apologize:** Emotional intelligence helps you realize that apologizing doesn't always mean you're wrong. It does mean valuing your relationship more than your ego.
- **Social skills:** It involves understanding people, developing relationships, and motivating others to accomplish objectives.
- **Personal life:** High emotional intelligence is correlated with better relationships with the family and intimate partners on many aspects.

Examples:

- Influence: Wielding effective persuasion tactics.
- Communication: Sending clear messages.
- Leadership: Inspiring and guiding groups and people.
- Change catalyst: Initiating or managing change.

- Conflict management: Understanding, negotiating and resolving disagreements.
- Building bonds: Nurturing instrumental relationships.
- Collaboration and cooperation: Working with others toward shared goals.
- Team capabilities: Creating group synergy in pursuing collective goals.

Importance of emotional intelligence in civil services:

- Balancing personal and professional life.
- Better stress management.
- Policy making and targeting the beneficiaries
- Motivating subordinates
- Rational decision making
- Empathetic to problems and problem solving approach.

Conclusion

Emotional intelligence should be taught and inculcated at younger age. Social-emotional learning programs are so critical because they provide students with skills to help them succeed later in life. They teach children how to recognize and understand their emotions, feel empathy, make decisions, and build and maintain relationships.

2. Do people suffering from depression lack emotional intelligence? Comment.

Introduction

Emotional Intelligence is the ability to perceive, understand and manage emotions. It is the assimilation of the head (cognitive abilities) and heart (emotion).

Body

It is generally said to include three skills:

1. **Emotional awareness**, including the ability to identify your own emotions and those of others;
2. The ability to **harness emotions** and apply them to tasks like thinking and problems solving;
3. The ability to **manage emotions**, including the ability to regulate your own emotions, and the ability to cheer up or calm down another person

Depression is a serious, but common, condition. It often causes people to feel sad or empty for long periods. It can also affect one's thinking patterns and physical health. In some cases, depression can lead people to consider suicide.

- Emotion is what binds everything. Emotion is what gives us meaning. Emotion is what helps us to reflect on our place in this whole scheme of things. Most people don't even know that they have all these emotions.

- Most of us think that we are victims of our emotions; we don't have any control over our emotions. When sadness takes over us, we simply have to react in a depressed manner. We don't have the choice to stop that Depression. Emotional intelligence is the power to exercise your choice to stop an emotion and channel it in any direction you want.
- When we stuff our feelings, they quickly build into the uncomfortable sensations of tension, stress and anxiety. Unaddressed emotions strain the mind and body. an emotionally intelligent person has skills to help **make stress more manageable** by enabling him to spot and tackle tough situations before things escalate.
- People who fail to use their emotional intelligence skills are more likely to turn to other, less effective means of managing their mood. They are twice as likely to experience anxiety, depression, substance abuse and even thoughts of suicide.
- Emotionally intelligent persons are **able to recognise negative emotions in themselves** and **see difficult situations as a challenge**. They focus on the positives and persist.
- Imagine a person lost his job. An emotionally intelligent person might perceive their emotions as cues to take action, both to deal with the challenges and to control their thoughts and feelings.
- But someone with poor emotional skills might ruminate on their job loss, come to think of themselves as hopelessly unemployable, and spiral into depression.
- When **in Depression, it is important to be self-aware, manage** depression through discussion and friends by knowing its root cause rather than giving in to suicidal tendencies.
- Emotional intelligence is an art of managing one's emotions. A person can understand what exactly he is feeling and then take decisions accordingly. This way he can maintain his conduct according to the situation and influence others emotions in his favour.

Conclusion

People think that logic and reasoning and systematic approach is our whole life, but reality our life is shaped by our emotions. Knowing how to direct these emotions in a certain direction is emotional intelligence.

3. A bureaucrat's job is to implement the laws and policies in word and in spirit. If that is the case, they why do bureaucrats need to have emotional intelligence? Substantiate.

Introduction

Emotional Intelligence (EI) is the ability to sense, understand and effectively apply the power and acumen of emotions as a source of human energy, information,

connection and influence. It is the way of recognizing, understanding and choosing how we think, feel and act.

Simply put, Emotional Intelligence can be defined as application of state of mind for fruitful purposes.

Body

Generally, we negate the role played by EI in governance, but it helps overcome complexities that surround the present day governance. The importance of EI for bureaucrat is shown by the following reasons-

- **Helps in self-regulation-** If a bureaucrat is frustrated by his subordinate, whose performance has been poor. If bureaucrat shows frustration and yells at the subordinate, this might affect the subordinate's performance in a poor way, if bureaucrat sits down with him and discuss the reasons for under performance and understand it, this diagnosis will help him fix the issues. This will yield better performance by subordinates and efficient working environment (esprit de corps). A self-regulated bureaucrat can infuse the same amongst his/her subordinates.
- **Better social capital-** this will improve the interdepartmental cooperation, a bureaucrat must have to deal and work with many other ministries/ departments, hence better use of EI and relations with bureaucrats of other departments and yield better results.
- **Empathy** – for civil servant demolishing roadside building must empathize with the plight if those shopkeepers (by providing proper compensation and rehabilitation). Otherwise, he might not receive the support from them and this would in turn lead to a conflict.
- **Motivation-** If a bureaucrat can condition others emotions (peers, students, vulnerable etc.) such that they urge for higher achievement.
- **Focus/ Concentration-** If civil servant can control his emotions and stick to his goals with unwavering attention (may be due to threats, abuse) can help him achieve his targets.
- **Sensitive issues-** issues such as communal tensions, mob lynching, and disasters can be dealt in a better way.
- **Stress Management-** when there exists mismatch between expectations and reality or shortage of time to implement, an emotionally intelligent person would not surrender himself to anxiety but rather control it and get out of the box ideas.
- **Civil service values** – foundational values like empathy & Compassion, tolerance, impartiality requires EI.
- **Optimism-** this helps bureaucrat by convincing him that every problem has a solution and makes him search for solutions in all possible places and achieve the objective.

Conclusion

Daniel Goleman asserts that 80% of success at work place is due to emotional quotient and 20% due to intelligence quotient. Intelligence quotient alone cannot solve majority of problems a bureaucrat faces, use of emotional intelligence is a must for better public service delivery as well as Redressal.

4. How does emotional management help a person sustain losses and overcome setbacks? Illustrate.

Introduction:

“Human behaviour flows from three main sources: desire, emotions, and knowledge.”— Plato

The ability to realize, readily accept, as well as successfully control feelings in oneself (and sometimes others) is known as the emotion management skill. In other words, emotional management refers to the ability to master your own emotions. Emotional management is not about avoiding emotions but learning to face and understand them.

Body:

One must have complete authority over changing his/her thoughts and feelings that are generated whenever his/her values are touched by the actions of a person or an event such as failing after multiple attempts in UPSC, getting dumped in the relationship, failing in a job interview or getting diagnosed oneself with terminal illness. Emotional management helps one to sustain such losses and overcome setbacks.

- Through emotional management one changes his thoughts and feelings, which helps in preventing him from reactive outbursts. Emotional management let off some steam and let one feel less aggressive in losses or setback.
- It helps you manage your reactions, by underplaying one emotion when not appropriate and overemphasizing another one which is most required at that time.
- Before you have an automatic reflexive emotional response, Emotional management helps you evaluate the situation more neutrally.
- When you face setbacks and your emotions get out of control, Emotional management teaches how to face them, instead of running away from them.
- Emotional management helps reinterpret a negative situation more positively. It will help you make sense out of the experience rather than getting stuck in negative emotion and turn those emotions into fuel for improvement.
- Confronting our emotions — and making sense out of them — makes it easier to address what triggers our emotional response and avoid mindless reactions.

- Emotional management accepts one's feelings without fighting or judging them. Accepting our emotions, not turning away from them, is one of the core practice of mindfulness.
- Emotional management helps in better and quick decision making, and overcome the 'heat of the moment'.
- Emotional management is beneficial for people experiencing stress, depression, disappointment or unhappiness as all these impact productivities and self-esteem and Emotional management help regaining confidence and self-pride.

Conclusion:

Emotions play an essential role in our lives. We cannot ignore or silence them, but we can't let them take over either. Hence, emotion management is an important skill for a successful and happy life. One should not suffer from negative emotions by being their slaves, but rather try to conquer emotions with proper management. As Oscar Wilde said, "I don't want to be at the mercy of my emotions. I want to use them, to enjoy them, and to dominate them."

5. Can emotional intelligence be imparted through training? Examine.**Introduction:**

Emotional intelligence is defined as our ability to recognize and control our own emotional states, while also being mindful of the emotional states of those around us. Competency in understanding one's own and others' emotions consists of knowing the causes and consequences of different emotions as well as being able to differentiate between varying emotions.

Body:**Key skills of emotional intelligence:**

- **Personal Awareness:** Knowing how you react to triggers for example, if someone disagrees with you in an argument, you might roll your eyes, and/or slam things down on the table to show disapproval.
- **Personal Management:** For example, during an argument you might respectfully end the conversation to de-escalate the situation without making the other person feel small because they don't agree with you.
- **Social Awareness:** You will be aware of behaviours and the lack of awareness from others and are now able to see things from a different perspective.
- **Relationship Management:** Your ability to use your awareness and the emotions of others to develop and maintain relationships. These skills are vital in working in teams and with partners, clients, vendors and customers.

Emotional intelligence through training:

- Researchers in diverse fields indicate that it is possible to increase emotional intelligence and that such training has the potential to lead to other positive outcomes.
- Various different methods have been discovered on the ambit of E.I through training:
 - Use Blended Learning - A blended learning training model allows participants to conduct role plays, discussion and interpretation of scenarios through feedback.
 - Incorporate Quizzes and Tests - Online testing and quizzes play an integral role in how people recognize the most important elements in a lesson. It helps in making them aware of their etiquettes and shortcomings.
 - Workshops and Certification programs: For developmental and behavioural assessment trainings.
- Organizations with E.I. training for employees saw significant improvements in:
 - Communication skills and the power to comprehend nonverbal cues of interaction (body language, facial expression, the tone of words, etc.)
 - Group performance, especially at the workplace and maintaining a high team spirit
 - Organizational skills – and managing schedules more efficiently
 - Work motivation and the power to accept feedback and criticism positively
 - Leadership skills
- E.I training to students is believed not only to have showed marked improvement in their emotional abilities, but they also continued to manifest the same even after months of training, in their careers and endeavours after college.
- EQ continues to improve and enhance over a lifetime, so it is never too late to start learning about Emotional Intelligence.
- Several self-assessment training can be done too: Choosing not to retort immediately, answering wisely in conflicts, personal introspection and taking feedback from peers, friends etc, practicing empathy as a daily habit etc.

However, there are limitations when it comes to training:

- They majorly focus only on organizational skills, work cultures etc, and often ignore the personal traits of the person.
- Many times a person very inclined to or raised in an environment with lack of importance to EI, tends to continue so in his interactions, as such external trainings seem unnecessary to him.
- Humans after all are inclined to react emotionally to a situation suddenly faced, without comprehending repercussions of his/her actions in spite of training or awareness of EI.

Emotional intelligence training is given in most work environments, government professions throughout the globe. It is being stressed and assessed, even before the

technical skills at many corporate environments. Right from school, EI is a skill set that has to be incorporated as a main part of a person's growth.

Conclusion:

An individual ultimately is a product of a society. In view of this, emotional intelligence stands as a very basic characteristic everyone must possess. Training through several methods definitely help in the personal and professional growth of an individual, as any characteristic being practiced as a part of his/her general personality tends to be inculcated in the long run.

