

1. There is no separation of mind and emotions; emotions, thinking, and learning are all linked. Do you agree? Substantiate your views.

Approach

Candidates need to write about the emotions and how there is no separation between emotions and mind how thinking learning emotions are interlinked.

Introduction

Emotion is often defined as a complex state of feeling that results in physical and psychological changes that influence mind, thought and behavior. Emotionality is associated with a range of psychological phenomena, including temperament, personality, mood, and motivation.

Body

- 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 and mind have a reciprocal exchange and how it impact life.
- There is no separation of mood mind and emotions. It's is rather integration of all what we have learned how much we have internalized and how much we have thought on it and it creates our opinion.
- These opinion, expression, learning is reaction or an extension of our emotions towards the issues in society and also towards our personal problems.
- Most of us 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. In such situation our thinking and learning also gets affected.
- When we stuff our feelings, they quickly build into the uncomfortable sensations of tension, stress and anxiety. Unaddressed emotions strain the mind and thinking process.
- Imagine a person lost his job. An emotionally smart person might perceive their emotions as cues to take action, both to deal with the challenges and to control their thoughts and feelings.
- Whereas people who fail to use their emotional intelligence skills are more likely to turn to other, less effective means of managing their mood.
- Emotional management is the power to exercise your choice to stop an emotion and channel it in any direction you want it turns out to make our thinking and knowledge base.
- One can understand the emotions, needs, and concerns of other people, pick up on emotional cues, and change the mind set accordingly feel comfortable socially, and recognize the power social dynamics.

Conclusion

Social-emotional skills are so critical because they provide person with skills to help in thinking process and learning to succeed later in life. It teach person how to recognize and understand their emotions, feel empathy, make decisions, and build and maintain relationships as there is no separation between mind and emotion.

2. Emotional intelligence is your ability to recognise and understand emotions in yourself and others, and your ability to use this awareness to manage your behavior and relationships. Illustrate the significance of the given statement for public administration.

Approach

Students are expected to write about Emotional intelligence and as per questions demand illustrate the significance of EI with recognition and understanding of one and others emotions in public administration.

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 it is the assimilation of the head (cognitive abilities) and heart (emotion).

Body

EI generally said to include three skills:

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

Significance of EI in public administration:

- Understanding the need of the public: For instance, the government came up with PM-KISAN just when the growth of agriculture sector was low and there existed rural distress. There is understanding of genuine demands and requirements of people with emotional connect.
- Effective Decision Making- While delivering or implementing the welfare schemes there is resistance among a group of people or even political pressures, but how he effectively manages to curb all that stress to finally overcome and deliver success needs emotional intelligence.
- Selection on the basis of Eligibility: Targeting the right people is the utmost priority for a civil servant. Therefore being emotionally headstrong is fundamental to this idea as emotionally weak may succumb to pressure and therefore compromise his position.
- Managing his team: An emotionally intelligent administrator would be very effective in managing his team.
- For instance, Abhishek Pallava IPS Officer in Naxal hit area has a very strong team with him which has achieved tremendous success in the respective region. Even the officials of his department reach out to him when in need to effectively come out of their problems. This overall, improves their functioning in service delivery in the area.
- Strong Motivation: For instance, with good emotional intelligence, the administrator can motivate people to use toilets more-often within their homes rather than defecating in the open, this would improve the health and cleanliness of the whole region.

Conclusion

Understanding and handling one's own and others' emotions is a critical aspect at every stage of the service delivery task: engagement, assessment, observation, decision making, planning and intervention. It is also an essential skill for administrator who need to 'develop and maintain a practice which is self-aware and critically reflective.

3. As more and more artificial intelligence is entering into the world, more and more emotional intelligence must enter into leadership. Comment.

Approach

Students are expected to write about artificial intelligence entering into the world and how more and more emotional intelligence must enter into leadership with it.

Introduction

With AI pilots sprawling everywhere, companies, consultants and technology firms need to rethink their approaches to transformation. To successfully implement AI projects that drive impact at scale, great AI models and algorithms are necessary, but not sufficient. One of the most important success factors is a design-led approach to human change that deeply fuses new AI capabilities with how humans prefer to engage with tools. Companies that ignore this are likely stuck with collections of AI pilots that don't amount to any real impact.

As more and more artificial intelligence is entering into the world, more and more emotional intelligence must enter into leadership.

- Emotional intelligence (EI) has been known to be a critical success factor in professional success, even more than performance or qualification.
- Indeed, the ability to connect and perceive with deep empathy gives a clear advantage in a world where more of our success depends on influencing other people.
- We are presented with hundreds of "A/B" squares every day: sometimes the "A/B" is a candidate selection, or an investment, or a product selection.
- People with high EI naturally have empathy to understand our context, relate to us better, and persuade us to see their desired choice as our darker square.
- EI has been a hard skill to teach, and one that has not been "programmable" into technology – until now.
- Concurrent with the progress of AI in the last two decades, EI has also developed significantly with advances in neuroscience and tools, such as functional magnetic resonance imaging (fMRI).
- Currently, emotional intelligence separates us from machines in many ways. Customer service is one of the examples of the type of work that artificial intelligence might not be able to perform as effectively as humans.
- There are three types of conditions in customer service where emotional intelligence is an important requirement for a successful outcome: dealing with anger and impatience, dealing with surprise, happiness, and gratitude or dealing with disappointment and frustration.
- The rise of artificial intelligence thus, makes emotional intelligence that much more important in humans today. In the future, artificial intelligence will already fill roles that require traditional intelligence.
- In the future, many of these jobs could even become obsolete for humans.
- Humankind will then have to develop or adapt its skills to stay relevant in a changing environment.

Conclusion

With artificial intelligence (AI), change management and process reengineering get reinvented. What was once a one-way street has become a two-way street: we can

now teach technology to relate to people, as much as we train people to use technology. Going forward, getting this human-centric design right is the biggest factor in the success or failure of AI-driven transformations.

