



## **STUDY ON COMPETENCIES OF EMOTIONAL INTELLIGENCE: A THEORETICAL VIEWPOINT**

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### **ABSTRACT**

A major role for emotions is played by them throughout the whole mental health process. It has a close connection to the brain functions of learning, memory retention, and making decisions. Emotion is an innate tendency and mental state resulting from both present and past circumstances. The degree and constituents of emotional intelligence may vary among nations, contingent upon their own cultural values, traditions, and belief systems. Accordingly, depending on an individual's history, a multitude of factors have varying effects on emotional intelligence. India in particular has valued its culture and customs highly since ancient times. There are two main components of emotional intelligence: social and self-awareness. Social awareness, self-awareness, and self-motivation make up the first half of emotional intelligence, while the second half.

### **INTRODUCTION:**

Emotions play a significant part in the entire operation of mental health. It is strongly related to the mental processes of memory retention, learning, and decision-making. Finding long-lasting methods to control emotions became important because, without them, a distorted mind, driven by a chaotic thought pattern, would only result in volatile words and acts, causing great disruption to oneself, one's family, and the entire community. The term "emotional intelligence" refers to a broad range of personal aptitudes and temperaments that are typically referred to as "life skills," "soft skills," or "intra-personal and interpersonal skills," and which differ from the traditional definition of general intelligence that also includes general technical and professional aptitudes (Ravi (2001). Instead of letting their emotions control them, emotionally intelligent people utilise their intellect to comprehend and manage both their own emotions and those of others. It is sage to exercise caution in this turbulent and unpredictably changing era. Mindfulness is often understood to be "moment-by-moment attentiveness" (Germer et al., 2005). Meditation is a method that promotes mindfulness and provides a secure haven, much like a shelter beneath the blazing sun. The practise of meditation has gained popularity across all spheres of life and religious beliefs. Regular meditation practise helps people become more conscious, which in turn makes it easier

for them to use their emotions for useful purposes. One may readily examine their own emotions, both happy and bad, and concentrate on tasks that will be profitable while avoiding tasks that won't provide better outcomes when under the impact of those emotions (Averill, Chon & Hahn, 2001).

### **CONCEPTUAL FRAMEWORK:**

Every person experiences feelings and emotions, which provide important details about a person's behaviour, attitude, and connections with others and with them. A natural impulse, emotion is a mental state brought on by both the present and the past. Williams James, a pioneer, once stated that the "aesthetic world of mind, with its longings, pleasures, and sufferings," is where emotions reside (James, 1884). Our emotions are influenced by our feelings, which might change depending on the circumstances and events. When a collection of reactions involving behavioral, physiological, and experiential systems are paid to, the appraisal of environmental stimuli yields emotions (John & Gross, 2004; Lang, 1994). An individual can enjoy life to the fullest thanks to emotion, which is a complex psycho physiological experience. Emotion is also important for intrapersonal and interpersonal communication, as well as for decision-making (Ekman, 1992a, 1992b; Oatley & Johan-Laird, 1995). On the other hand, emotional intelligence (EI) is another ability to recognize, comprehend, and guide thoughts, feelings, and emotions in the appropriate path. In order to make the best judgments, solve problems, manage oneself, and influence others, one must understand how to manage feelings and emotions sensibly. A person's capacity for managing their emotions is known as emotional intelligence. For instance, a person who would be able to notice his feelings of stress and anxiety during a music theatre audition and adjust them in order to provide the best performance (Pringle et al (2007).

Depending on each country's unique cultural values, customs, and belief system, the level and components of emotional intelligence may differ. Accordingly, a variety of factors have a varying impact on emotional intelligence depending on a person's background. Since ancient times, India in particular has placed a high value on its culture and traditions. Due to its gender norms and patriarchal family structure, it has been referred to as a "Male Predominated" civilization. Women have historically been seen as a lesser gender that would submit to male members' authority. Due to this subordinate position, women have experienced fears of oppression, discrimination, and exploitation and have been victims of many societal ills, including rape, forced marriage, child marriage, polygamy, the sati tradition, and the purdah system. In addition to patriarchy, other characteristics include a low rate of literacy, dependent on others on an emotional and financial level, and little or no involvement in decision-making. Numerous changes have been done for the welfare and upliftment of women in India under the concept of feminism, which is the pursuit of women's rights. Particularly after independence, it became apparent when discussions about gender equality and the right to obtain an equal education began. A lot has been done to better the lives of women, particularly in the area of education.

According to Caruso and Salovey (1995), feelings and expressions of emotion should be carefully regulated. They went on to say that in order for us to succeed, make wise choices, act to address problems, and manage with change, emotion

must be there. Ciarrochi et al. (1984) talked about how emotional intelligence might be used in daily life. Being human requires experiencing emotions, which have a significant impact on our decisions, motivations, and behaviours (Stanley and Burrows, 2005). According to Myer et al. (2002), there is a considerable link between affective commitments and job satisfaction. According to Allen and Meyer (1990), affective commitment is the employees' emotional relationship to and identification with a company, which fosters loyalty and attachment. A relatively new and expanding field of behavioral research is emotional intelligence. The ability to monitor one's own and others' emotions, to distinguish between them, and to utilise the information to inform one's decisions and actions is the most widely recognised scientific definition of emotional intelligence (Salovey and Mayer) (1990). Mayer made a distinction between mental ability models, which concentrated on capacity for processing important information, and mixed models, which viewed emotional intelligence as a complex notion that encompassed personality traits. Many different professional behaviors, including employee dedication, teamwork, talent development, innovation, service quality, and client loyalty, are said to be influenced by emotional intelligence. Cooper (1997) asserts that people with high levels of emotional intelligence succeed in their careers more, have stronger personal bonds, lead more skillfully, and have better health. Every person experiences feelings and emotions, which provide important details about a person's behavior, attitude, and connections with others and with themselves. A natural impulse, emotion is a mental state brought on by both the present and the past. Williams James, a pioneer, once stated that the "aesthetic world of mind, with its longings, joys, and sufferings" is where emotions reside (James, 1884). Our emotions are influenced by our feelings, which manifest differently in different contexts and circumstances. When a collection of reactions involving behavioral, physiological, and experiential systems are paid to, the appraisal of environmental stimuli yields emotions (John & Gross, 2004; Lang, 1994). An individual can enjoy life to the fullest thanks to emotion, which is a complex psycho physiological experience. Emotion is also important for intrapersonal and interpersonal communication, as well as for decision-making (Ekman, 1992; Oatley & Johan-Laird, 1995). On the other hand, emotional intelligence is a skill that helps you recognize, comprehend, and guide your thoughts, feelings, and emotions in the appropriate way. In order to make the best judgments, solve problems, manage oneself, and influence others, one must understand how to manage feelings and emotions sensibly. A person's capacity for managing their emotions is known as emotional intelligence. For instance, a person who would be able to notice his feelings of stress and anxiety during a music theatre audition and adjust them in order to provide the greatest performance (Pringle et. al, 2007). An enormous increase in scientific research on comprehending emotions, controlling emotions, and emotional intelligence was observed at the turn of the 20th century. There was a time when intelligence was seen as the primary determinant of success in life, but the past two decades have seen a significant increase in emotional instability among people, which has led to an increase in fear, hatred, stress, and sadness. The idea that emotional intelligence is more significant than intellectual quotient has been backed by American psychologist Daniel Goleman. Over thinking or wasteful thinking is now an unavoidable behaviour that simply serves to enhance the capacity of the modern man's mind. Because of this, psychosomatic illnesses are occurring at an increasing rate. "Depression is a prevalent mental illness. More than 300 million people of all ages experience depression on a global scale. A depressed person may choose to use strong pharmaceuticals or substances, and

they may also engage in destructive habits including alcoholism, smoking, and drug addiction. In the worst circumstances, people are left with little choice but to kill themselves. There are numerous types of mental disorders, each with a unique presentation. The combination of anomalous thoughts, perceptions, emotions, behaviour, and connections with others best describes them. Depression, bipolar disorder, schizophrenia and other psychoses, dementia, intellectual disability, and developmental disorders like autism are among the mental disorders (WHO, 2018). According to the most recent research, women are more likely than males to experience common cognitive dysfunctions including anxiety and depression. Numerous studies back up the good relationship between mindfulness and regular meditation practise. By paying "attention to the experiences occurring in the present moment in a non-judgmental or welcoming way," people are said to be in a state of mindfulness (Brown & Ryan, 2006; Baer et al ,2003). Without being aware of one's own emotions, reaching the stage of emotional intelligence is like seeing a mirage in the desert. Although many psychotherapists have helped people with depression greatly through counseling and cognitive behaviour therapy, it has only been somewhat helpful. A permanent and simple solution must be found and implemented. According to Charoensukmongkol (2014), "frequent mindfulness meditation practice can strengthen our ability to understand our own emotions." Empathy is a response that people have more of when they are mindful and in meditation (Shapiro et al, 2008). Therefore, it may have a significant impact on raising emotional intelligence among mediators.

### **SOCIAL AWARENESS:**

In order to grasp social and ethical norms for behaviour and to recognise family, school, and community resources and supports, one must be able to adopt the viewpoint of and empathise with others. It is an essential part of appropriate behaviour that contributes to a learning environment. It is also commonly acknowledged as a crucial element in an effective workforce. Increased community and resource participation as well as better behaviour and performance may be a result of social awareness. Being able to understand and empathise with people, including those from various backgrounds and cultures, can be viewed as having social awareness. It is the capacity to comprehend social and moral norms for conduct and to identify the resources and supports available from family, school, and the community. For staff and educators to practise social awareness, all kids in the classroom must have their cultural values, traditions, communication styles, learning styles, contributions, and relational patterns recognized, valued, supported, and addressed.

### **SELF MOTIVATION:**

We are motivated by a desire to achieve our goals, improve our overall quality of life, and feel more content. Self-awareness and motivation can help one take charge of a number of other aspects of life. Motivation is one of the three categories of human skills that make up the concept of emotional intelligence. Through resiliency, mental toughness, and resilience, self-motivation refers to a set of skills for improving one's own attitudes, job satisfaction, and performance. Self-motivation is among the best forms of human motivation. These are tools that we can utilise in many different situations throughout our life. Self-motivation is important for employees. Self-motivation can be used as a strategy to combat conservatism and change negative thinking to positive. It increases self-assurance and supports overcoming internal conflict

in challenging situations. We may train our thoughts to adapt to different events and emotions as humans. The same thing can be done at work by employees. People are said to utilise self-motivational mechanisms to push themselves to perform as well as they can when faced with problems, and they attempt to lessen the impacts by removing perceived barriers in their surroundings while taking into account the needs of the current situation. A method called self-motivation encourages action-taking even in the face of hardship. It affects how uncertainly the working people are.

### **SELF AWARENESS:**

A precise understanding of one's personality, including traits, defects, thoughts, and motivations, is known as self-awareness. It enables us to understand how other people perceive our behaviour and our quick reaction to them. The purpose of self-awareness is to understand who you are, why you behave the way you do, how you behave, and the impact this has on others, not to discover some deep, dark secret about yourself. Self-awareness is directly tied to both success and emotional intelligence. Self-awareness development is essential for more fulfilling relationships with others and happier interactions at work and home. If you are self-aware, you can see where your thoughts and feelings are taking you. As self-awareness develops within you, you have the ability to change the views and ideas you have in your head. By changing the interpretations in your mind, you can change your feelings. It might help us gauge our levels of pressure or stress. If you wish to alter your life in any way, you must first comprehend yourself before acting. Self-awareness is the most important component of personal development. It has an impact on practically everything else, including your capacity to stay motivated and achieve your goal.

### **SOCIAL SKILLS:**

The phrase "social skills" refers to a person's capacity to communicate with others. Our ability to engage and communicate with one another through gestures, body language, and outward appearance is referred to as social skills. Humans are social creatures, and as such, we have created a wide range of means of expressing our messages, thoughts, and feelings to others. Reading one's own and others' sentiments, as well as being able to correctly define and articulate those feelings, are necessary for effective social issue solving. Aspects of social and emotional learning include these abilities. Understanding social rules, understanding and using appropriate body language, using appropriate language, using empathy to see the world from another person's point of view, and understanding and using the right tone of voice and volume when communicating are just a few of the many abilities that fall under the category of social skills. In both a personal and professional setting, social skills are crucial. You may succeed in your career, shine in interviews, reach your career goals, and grow your professional network by having great social skills. The area of social skills includes a wide range of specialised abilities. Social skills, also known as soft skills or interpersonal skills, are crucial because they allow you to establish and build lasting bonds with potential employers, coworkers, and network contacts. Social skills are advantageous and can advance your professional career regardless of the industry you work in or your level of expertise.

### **EMOTION REGULATION:**

The process by which people control the emotions they experience, when they experience them, and how they experience and express their feelings is known as emotional regulation. It involves having a clear grasp of one's emotions, their effects on behaviour, and how to constructively regulate them. Both positive and negative emotions are included in the notion of emotional regulation, as well as the ways in which we can harness, direct, and control them. A person's capacity to properly control and deal with an emotional experience is typically referred to as "emotion regulation." Unconsciously, people employ coping mechanisms for challenging situations numerous times during the day. The majority of us employ a range of emotion control techniques and are skilled at adapting them to various circumstances in order to meet the demands of our environment. When we are experiencing intense emotions, emotion regulation allows us to manage our behaviour and calm down. Additionally, it aids in the prevention of depressive disorders, hostility, and other mental conditions or actions that could be harmful to ourselves or others. It is necessary for mental well-being, academic accomplishment, and pleasant social interactions—skills that are essential for success in life.

### **EMOTIONAL RECEPTIVITY:**

A person's propensity to experiencing a desired level of emotional intensity is referred to as emotional receptivity. The term "receptivity" describes how openly and warmly a receptive environment welcomes and accepts newcomers into its social networks and makes various types of informational, technical, material, and emotional support available to them. A person's propensity for experiencing a desired level of emotional intensity is referred to as their emotional receptivity. Receptivity is a mental and spiritual state. Being responsive is being open, conscious, awake, and actively receiving all that life has to give. We are in harmony and the flow. We frequently feel stuck, dissatisfied, or even hopeless, nervous, or overwhelmed when we lack receptivity. Connection takes the shape of openness. We become a part of the environment when we are open to it.

### **CONCLUSION:**

The practise of meditation directly impacts mind and behaviour. Both the physical and mental well-being are enhanced. Meditation, like any skill, benefits from constant practise in order to produce favourable outcomes. By doing a little bit every day, it quickly develops into a simple and natural habit that generously rewards you in various ways throughout your daily life. Meditation energizes your awareness, bringing both peace and wisdom to a busy mind. It increases one's ability for unconditional love and builds resiliency to face challenges in life. Additionally, it eliminates a lot of concerns and replaces them with a sense of freedom from worry. Raja Yoga meditation training endows the soul with several powers that fortify it against a variety of unforeseen and untimely obstacles. The data also reveals that strict Brahma Kumaris adherents are, in comparison to non-followers of Raja Yogameditation, more sympathetic to their own emotional wellbeing as well as the emotional wellbeing of their family, friends, and strangers. Positive outlook, proactive approach, and a higher level of acceptance of the odds all contribute to the creation of a holistic atmosphere that keeps their relationships more fulfilling and harmonious.

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