

**Dyal Singh College Evening
University of Delhi
Department of English**

Introduction to Value Addition
Course

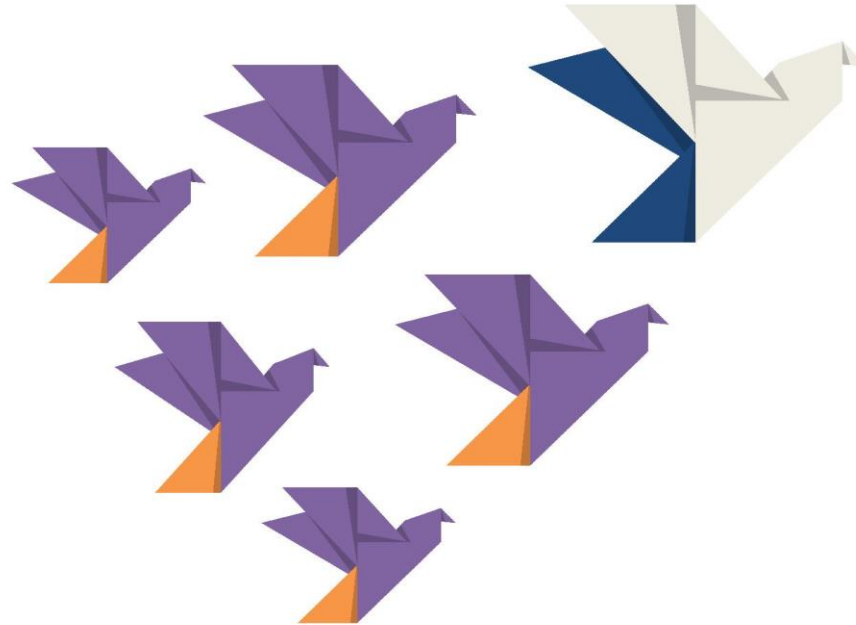
EMOTIONAL INTELLIGENCE

Prepared by

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दिल्ली विश्वविद्यालय
University of Delhi



“The purpose of quality higher education is, therefore, more than the creation of greater opportunities for individual employment. It represents the key to more vibrant, socially engaged, cooperative communities and a happier, cohesive, cultured, productive, innovative, progressive, and prosperous nation.”

National Education Policy

2020

- will introduce students to the rich heritage of the nation as well

The
course

carries
2 **credits**

- will help students to make connections between what they learn

Students will
study value
added courses
in the First 4
semesters.



Emotional Intelligence

Value Addition Course

Activate Windows
Go to Settings to activate Windows.

Emotional Intelligence

COURSE OBJECTIVES

- Introduce the concept of emotional intelligence, its models and components.
- Understand the significance of emotional intelligence in self-growth and building effective relationships.
- Identify the measures of emotional intelligence.

LEARNING OUTCOMES

- Self-Awareness, Self-Management, Social Awareness & Relationship Management.
- Discover personal competence and techniques of building emotional intelligence.
- Gain insights into establishing positive relationships.

SYLLABUS OF EMOTIONAL INTELLIGENCE

UNIT-1 Fundamentals of Emotional Intelligence (4 Weeks)

- Nature and Significance
- Models of emotional intelligence: Ability, Trait and Mixed
- Building blocks of emotional intelligence: self-awareness, self-management, social awareness, and relationship management

UNIT-II Personal Competence (5 Weeks)

- Self Awareness: Observing and recognizing one's own feelings, Knowing one's strengths and areas of development.
- Self Management: Managing emotions, anxiety, fear, and anger.

UNIT-III Social Competence (3 Weeks)

- Social Awareness: Others' Perspectives, Empathy and Compassion
- Relationship Management: Effective communication, Collaboration, Teamwork and Conflict management

UNIT-IV Emotional Intelligence: Measurement and Development (3 Weeks)

- Measures of emotional intelligence
- Strategies to develop and enhance emotional intelligence

Practical component (if any)

(15 Weeks)

Students will practice self-management techniques to regulate emotions such as

- Mindfulness
- Conditioned relaxation response
- Boundary setting
- Any other

Students will practice various techniques of relationship management such as engaging with:

- Display of empathy
- Effective communication
- Teamwork
- Conflict resolution
- Any other

If required, students can share their experiences in the form of a Project Report.

Any other Practical/Practice as decided from time to time.

Emotional Intelligence

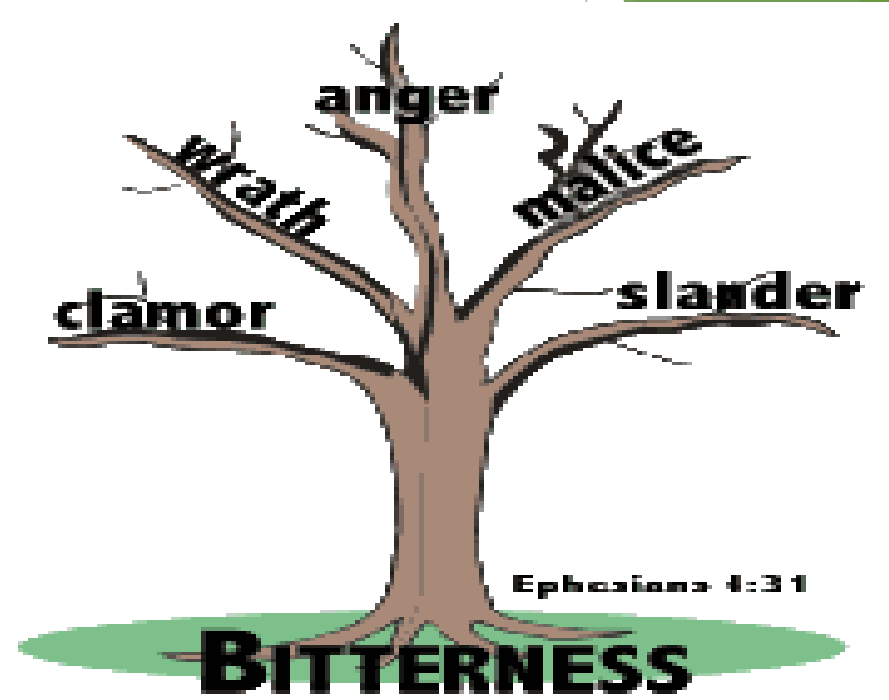
Salovey and Mayer (1990) defined emotional intelligence as the ability to monitor one's own and others' feelings and emotions to discriminate among them and to use this information to guide one's thinking actions".





EQ is the distinguishing factor that help us to maintain a warm relationship or a distant contacts.

W



EQ is the distinguishing factor that determines if we make lemonade when life hands us lemons or spend our life stuck in bitterness



"Understanding what the other person is going through and being there."

Have you come across these situations??...

Relationship Problems – when you fail to communicate what you need; when you lose the confidence of your team members; when you are acknowledged as – “never approachable”

Rage in the Workplace – Outburst of emotions

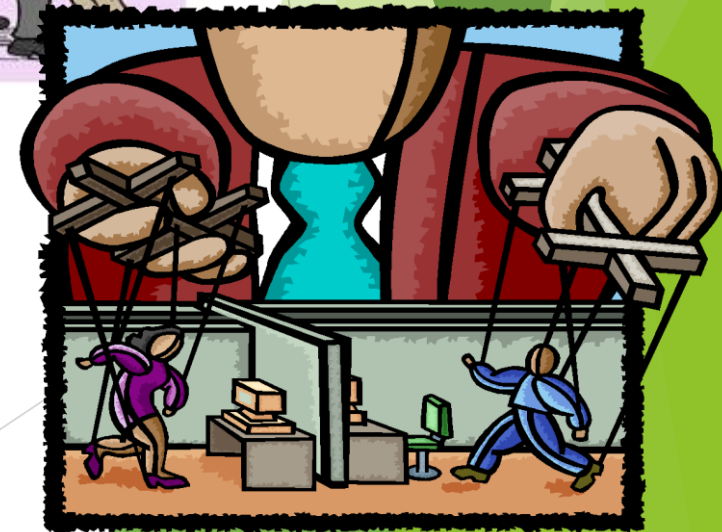
Failure to advance in career – losing track of the actual purpose!

Poor decision-making capability – Pre-occupied with frustrated thoughts

High rate of attrition in your team (healthy or bad!) – People start leaving you...not the job. Think! They start moving away from your vision

Lack of complete delegation – Lack of trust leading to micromanaging, when it actually can be avoided

This happens when we neglect to manage our emotions...



How then can one improve emotional intelligence?

- **Pay attention to self and other's body language**
- **Listen more; speak less-** develops empathy
- **Get curious, not furious-** Watch what you say especially when frustrated or annoyed. Reframe negative emotions into curiosity - " ... this makes absolutely no sense to me" can be replaced with, "Do you see something in this that I must be missing"
- **Elicit pride in others** – Reason for working together
- **Remember that emotions are contagious** - A dominant person's emotions (negative or positive) always influences others. Leaders should be careful to show only those emotions, which they want to see in others

"Some people make
the world more special
just by being in it."

-Kelly Ann Rothaus

WELL, YOU HAVE GOT TO HAVE FRIENDS

Loneliness breaks the spirit

-Jewish Proverb

Why Companies Have an Emotional Intelligence Program

The emotional quotient is equally as important as the intelligence quotient for success in the workplace. An emotional intelligence program fosters stronger relationships, creates a competitive advantage, and drives business success.

There's no one-size-fits-all answer here. But there's one option that stands above the rest. Think about it this way. People with high emotional intelligence (EQ) outperform others with high intelligence quotients (IQs) 70% of the time.

Let's dive in.

What is emotional intelligence?

Emotional intelligence (commonly abbreviated as EQ or EI) is the ability to recognise and manage your own emotions, as well as the emotions of others. It's a way of thinking and behaving, helping you cope with the demands of everyday life.

Emotional intelligence can help you make decisions based on logic rather than emotion.

Benefits of Emotional intelligence

Emotional intelligence has been popular in the business world since 1995, and although 23 years have passed it still plays a huge role in successful businesses. Jeff Bezos, the founder of Amazon, is a big fan of Emotional intelligence, and has used it in the past to handle criticisms of working conditions. Ursula Burns, the first black woman CEO to head a Fortune 500 company, also uses this skill in her work to inspire and motivate teams.

The best thing about emotional intelligence is that it's a skill you can learn with practice. For example, people who measure low in emotional intelligence can improve a specific EQ skill within six months to a year.

Five benefits

There are many benefits to Emotional intelligence, but here are just a few...

1. It allows for better team work

Teams with emotionally intelligent members are great at working together. They have good communication, trust each other, and value each other's input. When someone makes a suggestion, they're able to respond in a positive and productive way.

2. You can deal with change

Not many people like change, but Emotional intelligence gives you the tools you need to deal with any change that comes your way. In the workplace, many people often face change with a negative attitude and crossed arms; but an emotionally intelligent person will be much more positive and can inspire other team members to feel the same way.

3. You can handle those tough conversations

Whether it's an angry customer or an upset employee, difficult conversations can stir up all sorts of emotions. If you have the right skills, you can handle those conversations by emotionally connecting with the other person before finding a resolution.

4. It's an essential people skill

Emotional intelligence allows you to quickly build trust with people, as well as a rapport. You'll be able to understand their feelings and empathise with them – fantastic for any role that involves working in teams!

5. It's a key feature of a strong leader

Great leaders understand people; they know how they work, how to influence them, and how to inspire them. Emotional intelligence will help you to achieve this understanding in order to be a brilliant leader and guide your team in the right direction.

And when IQ and technical skills are at the same level, EQ accounts for nearly 90% of what moves people up the ladder.

Emotional intelligence is like an iceberg. Most people only see your surface reactions, but there's more than meets the eye.

Emotionally intelligent employees and managers bring tremendous value to companies.

- When hiring for emotional intelligence, ask interview questions that prompt job candidates to describe their actions in past situations. Emotional intelligence counts for twice as much as IQ and technical skills combined in determining who will be a top workplace performer.
- **Business owners and managers interested in hiring emotionally intelligent employees.**

How to improve your Emotional intelligence

If you're ready to work on your Emotional intelligence then [take our course here](#)



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Value Addition Courses: Revolutionary Steps in University Education for India to Become Jagadguru

By: [Niranjan Kumar](#) • [News18.com](#) • Last Updated: AUGUST 23, 2022, 17:32 IST • New Delhi, India



With its economic strides, the 'New India' of our youth is in high gear to take the world by storm. But it would be expedient that this 'New India' is also balanced, has character, and is socially responsible with a sense of patriotism

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