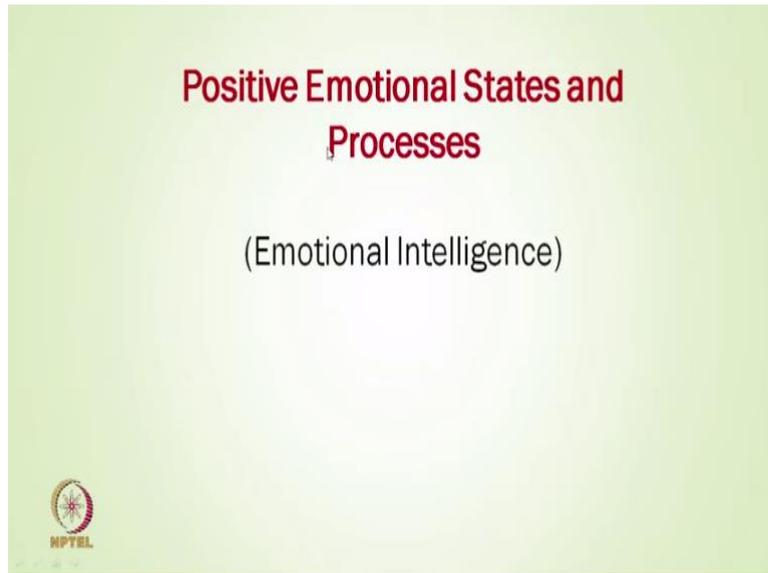


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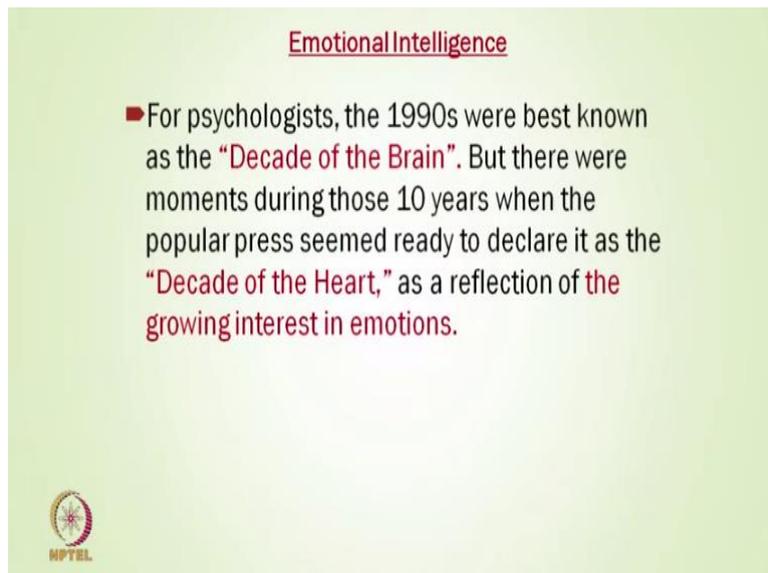
Lecture No 11
Positive Emotional States and Processes: Part-2

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In this chapter, Positive Emotional States and Processes, our next chapter is emotional intelligence. Emotional intelligence is very important area in psychology as well as in positive psychology.

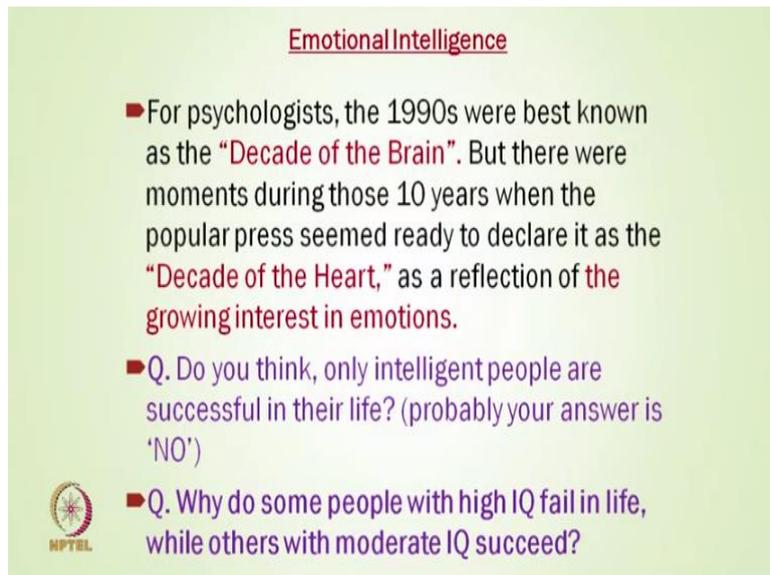
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It has been observed during 1990s that this decade is famous or very important for brain studies and they call it Decade of the Brain. But there were moments during those 10 years

when the popular press seemed ready to declare it as the Decade of the Heart as a reflection of the growing interest in emotions. So, 1990s started with the notion, Decade of the Brain and it landed up as Decade of the Heart and scholars reflected and took lot of interest in emotions. So, looking at growing interest in emotions, they declared this decade as Decade of the Heart.

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Emotional Intelligence

- For psychologists, the 1990s were best known as the “Decade of the Brain”. But there were moments during those 10 years when the popular press seemed ready to declare it as the “Decade of the Heart,” as a reflection of the growing interest in emotions.
- Q. Do you think, only intelligent people are successful in their life? (probably your answer is 'NO')
- Q. Why do some people with high IQ fail in life, while others with moderate IQ succeed?



There are various questions and reasons why emotional intelligence is very important. Do you think only intelligent people are successful in their life? Probably your answer is no. Because, we observe in our day to day life, there are various people who are not very intelligent, but very successful in their life. On the other hand, there are some very intelligent people, but they are not that much successful in their life. So, question is, why do some people with high IQ fail in life, while others with moderate IQ succeed?

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EQ vs. IQ

- Daniel Goleman (1995) reported that 20% of success is due to IQ & the rest is because of emotional and social intelligence.
- In 1998 he found in another study that 67% of the abilities that are considered essential for effective performance were emotional competencies.
- It accounts almost twice as much as IQ and Expertise.
- EQ is essential for Interpersonal (Understanding others, and their feelings) & Intrapersonal relationships (Understanding yourself, your goals, intentions, responses, behaviour and all).



And this question's answer is lying in emotional intelligence studies. Let us compare EQ and IQ. Daniel Goleman in 1995, reported that 20% of success is due to IQ and the rest is because of emotional and social intelligence. So, role of intelligence is that much only, and rest of the role is of other factors, other non-cognitive factors like emotional and social intelligence. He did another study in 1998 and he found in this study, that 67% of the abilities that are considered essential for effective performance were emotional competencies.

So, role of emotional competencies is twice as much as IQ and expertise. So, it means, study is showing that IQ is of lesser importance than EQ. And it is just double as these studies are showing that. Broadly, what is EQ or emotional quotient? There are various definitions, various theories, various, you know, ways of assessing emotional intelligence or emotional quotient, but broad view of EQ is it is essential for interpersonal and intrapersonal relationships.

When we say interpersonal relationship, it means understanding others and their feelings and when we say intrapersonal relationship, it means understanding yourself, your goals, your intentions, responses, behavior and all. So, broadly, emotional intelligence is to understand oneself as well as to understand other's emotions, and way of managing, way of describing, way of handling others as well as one's self emotions.

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What is Emotionally Intelligent Behaviour?

Role of this Non-ability factor:

"...individuals with identical IQ's may differ very markedly in regard to their **effective ability to cope with their environment**. It is not possible to account for **more than 50% to 70% of the inter test** correlational variance after all recognizable intellectual factors are eliminated. This leaves any where from **30% to 50% of the total factorial variance unaccounted for**. It is suggested that this residual variance is largely contributed by such **factors as drive, energy, impulsiveness, etc.**"



- Wechsler

Then next point is, what is emotionally intelligent behavior? There is role of non-ability factor when we say about emotional intelligence and related factors. It has been observed that EQ as well as IQ, both are very important, and IQ is able to share or able to describe certain percentage of variance, but still there is some scope and there are various other factors, like, maybe, emotional intelligence and related factors.

So, the person who has proposed intelligence theory, as well as famous Wechsler intelligence test that we have, he observed the role of some other factors along with IQ. So, in his definition, he described it in detail. He mentioned that individuals with identical IQ may differ very markedly in regard to their effective ability to cope with their environment. It means with the same IQ people may deal differently in similar environmental settings.

If it is so, it means environmental factors role if it is there, then they could have different behavior. It is not possible to account for more than 50% to 70% of the intelligence correlational variance after all recognizable intellectual factors are eliminated. This leaves anywhere from 30 to 50% of the total factorial variance unaccountable for. So, it means, study is showing that there is certain percentage of variance like 50% to 70%, which can be counted as intellectual factors are due to intellectual factors.

Still there is scope of 30 to 50% of total factorial variance, which is unaccounted and this account could be in terms of drive, in terms of energy, in terms of impulsiveness and various other non-cognitive factors, which have significant role in our performance. So, it means the scholars who are talking about intelligence as well as intelligence tests, they also observed

that, there is scope to give importance to some other factors.

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Where Did the Concept of Emotional Intelligence Come From?

- In 1983, Gardner first published his theory on *Multiple Intelligence* including the concept of intrapersonal (self awareness/self management) and interpersonal (relationship awareness/management) intelligence.
- Reuven Bar-On (1988) placed EI in the context of personality theory, specifically as a model of well-being.
- Peter Salovey and John Mayer first proposed their theory of emotional intelligence (EI) in 1990 and defined it as an *Ability model*.
- Goleman (1995-2003) popularized the concept of emotional intelligence and formulated EI in terms of a theory of job and work performance - *Mixed model*.

 HPTel

Now, next point is where did the concept of emotional intelligence come from? From where it has come? There are various theories, various scholars work and they emphasized on emotional aspects and social aspects in our behavior. Let us take one by one. There are some recent theories in intelligence, where they have given importance to intrapersonal and interpersonal factors.

For example, in 1983, Gardner first published his theory on multiple intelligence and he included concept of intrapersonal, interpersonal means, self awareness, self management, as well as interpersonal, it means relationship awareness management, and such kind of factors they have included in intelligence theories.

Another model is Bar-On in 1988, placed emotional intelligence in the context of personality theory, specifically as a model of well-being. When he described personality as well as well being, then he gave importance to emotional intelligence and he proposed theory as well as psychological test to measure or to assess emotional intelligence level. Another contribution is by Salovey and Mayer, they first proposed the theory of emotional intelligence in 1990s and defined it as an Ability model. I will discuss it in detail in next slides.

Another scholar, Goleman, he also worked on emotional intelligence and his book as well as certain theories, certain, you know, research papers are really popular in the field of psychology. He gave concept of emotional intelligence and he formulated emotional

intelligence in terms of, theory of job and work performance and he proposed mixed model. In these three models, broadly, they studied correlation between success, achievement and emotional intelligence and these models are famous in organization sector also.

Let us take one by one all scholars work.

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Gardner's Seven Intelligences

Intelligence	Core Components	End-States
Logical-mathematical	Sensitivity to, and capacity to discern, logical or numerical patterns; ability to handle long chains of reasoning.	Scientist Mathematician
Linguistic	Sensitivity to the sounds, rhythms, and meanings of words; sensitivity to the different functions of language.	Poet Journalist
Musical	Abilities to produce and appreciate rhythm, pitch, and timbre; appreciation of the forms of musical expressiveness.	Violinist Composer
Spatial	Capacities to perceive the visual-spatial world accurately and to perform transformations on ones initial perceptions.	Sculptor Navigator



First of all, Gardner's Seven Intelligence. So, along with these seven intelligences, as I mentioned, he included inter and intrapersonal intelligence also. So, he had various, you know, type of intelligence - he described various type of intelligence, like logical mathematical, linguistics, musical, spatial.

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Gardner's Seven Intelligences

Intelligence	Core Components	End-States
Bodily-Kinesthetic	Abilities to control ones body movements and to handle objects skillfully.	Dancer Athlete
	Capacities to discern and respond appropriately to the moods, temperaments, motivations, and desires of other people.	Therapist Salesman
	Access to ones own feelings and the ability to discriminate among them and draw upon them to guide behavior; knowledge of one's own strengths, weaknesses, desires, and intelligences.	Person with detailed accurate self-knowledge



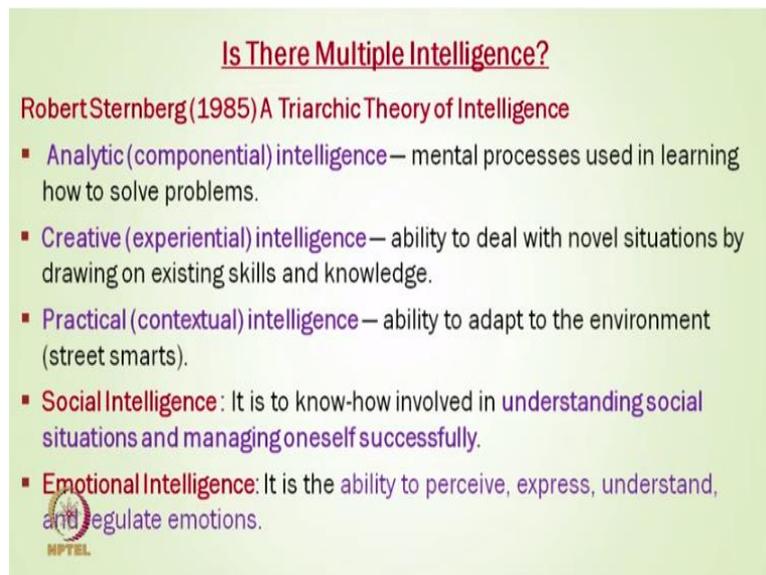
And then he focused on bodily kinesthetic, and then interpersonal as well as intrapersonal

intelligences. So, because we are talking about emotional intelligence here, that is why our interest is in interpersonal and intrapersonal intelligences. So, interpersonal; capacities to discern and respond appropriately to the mood's, temperaments, motivation and desire of other people. So, ability to in fact understand others behavior, others motivation, others emotions, ability to describe, manage and regulate others emotions is part of interpersonal intelligence.

So, he is saying that when therapist, salesperson, or here you have best dealing with others, these kinds of jobs are suitable for you. On the other hand, another one is intrapersonal access to one's own feelings and the ability to discriminate among them and draw upon them to guide behavior and knowledge of one's own strengths, weaknesses, desires and intelligences, etc.

So, your knowledge about yourself is most important as per this intelligence type, it means person with detail accurate self knowledge, if he or she is, then he has such kind of intelligence, intrapersonal intelligence.

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Is There Multiple Intelligence?

Robert Sternberg (1985) A Triarchic Theory of Intelligence

- **Analytic (componential) intelligence**— mental processes used in learning how to solve problems.
- **Creative (experiential) intelligence**— ability to deal with novel situations by drawing on existing skills and knowledge.
- **Practical (contextual) intelligence**— ability to adapt to the environment (street smarts).
- **Social Intelligence**: It is to know-how involved in understanding social situations and managing oneself successfully.
- **Emotional Intelligence**: It is the ability to perceive, express, understand, and regulate emotions.

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Then, next point is, is there multiple intelligence? We are talking about intelligence, we are talking about emotional intelligence, we are talking about social intelligence. So, let us take example of another theory, again from intelligence by Robert Sternberg. He proposed Triarchic Theory of Intelligence and he said, there are three types of intelligence.

First one is analytic or componential intelligence, componential or analytic intelligence

means, mental processes used in learning and how to solve problems. So, ability to learn, as well as recall, such kind of person would perform best in day to day life exams or in academics we can say, because he has best capability to learn, as well as ability to recall the things.

Second type of intelligence is as per Sternberg's model that is creative or experiential intelligence. It means, ability to deal with novel situations by drawing on existing skills and knowledge. It means you are able to solve problem by using number of solution and in this case, if you are doing Ph.D. or research, or such kind of, you know jobs where you have to have number of solutions, then you may perform best as per this type of intelligence.

Then third one is practical or contextual intelligence. Ability to adapt to the environment and this type of intelligence is also called a street smartness, this is quite close to emotional intelligence. So, your ability to deal with environmental settings and with other people and if you have such kind of intelligence, then as per contextual, you know, or situational setting, you may perform best, that is called practical or contextual intelligence.

So, like that, there are various type of intelligence that have been identified and recent scholars, especially, when they define intelligence, they give enough scope to emotional intelligence and social intelligence also. So, how these two are different, for example, social intelligence. It is you know how involved you are in understanding social situations and managing oneself successfully. So, your ability to understand, or to involve with the different social settings, that is social intelligence.

On the other hand, emotional intelligence, it is the ability to perceive, express, understand and regulate emotions. So, there are various theories to understand emotional intelligence and that is subject matter of today's class.

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1. What Is Emotional Intelligence? Mayer & Salovey (1997)

Emotional intelligence involves the “abilities to perceive, appraise, and express emotion; to access and/or generate feelings when they facilitate thought; to understand emotion and emotional knowledge; and to regulate emotions to promote emotional and intellectual growth”

- Mayer & Salovey (1997)



And I will discuss number of theories to describe emotional intelligence. Let us learn emotional intelligence, as per different theories. How do they define emotional intelligence? And which factors are important, as per these theories. First model is by Mayer & Salovey, they defined emotional intelligence as ability to perceive, appraise and express emotions; to access and/or generate feelings when they facilitate thoughts; to understand emotion and emotional knowledge; and to regulate emotion to promote emotional and intellectual growth.

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1... Mayer-Salovey-Caruso Model (MSCEIT)

- The first of these branches, **emotional perception and expression**, involves recognizing and inputting verbal and nonverbal information from the emotion system.
- The second branch, **emotional facilitation of thought** refers to using emotions as part of cognitive processes such as creativity and problem solving.
- The third branch, **emotional understanding**, involves cognitive processing of emotion, that is, using insight and knowledge to understand one's feelings or the feelings of others.
- Fourth branch, **emotional management**, concerns the regulation of emotions in oneself and in other people.



So that was the definition to understand emotional intelligence and accordingly, they focused on the four factors. Here, I think, we should know, same thing I am repeating once again, so if later on we will talk about scale developed by Mayer's & Salovey, in this scale, these definitions or at least phrases must reflect and that is called construct validity. So, items of this scale, which is based on this theory, must be quite close to these definitions.

So, that is why, understanding these definitions or sub factors of emotional intelligence are very important for us. So, the first is or first branch or first you know branch of emotional intelligence or can say, factor of emotional intelligence is 'emotional perception and expression'. It means, recognizing and inputting verbal and nonverbal information from the emotional system.

Second branch is emotional facilitation of thought. Referring to using emotions as part of cognitive processes, such as creativity and problem solving. So, first, where you are learning or perceiving, you know, and expressing emotions. On the other hand, in the second one emotional facilitation of thoughts, it means your emotions are facilitating certain type of your thoughts or cognitive processes, that is why, you are more creative and you have better ability to solve problems.

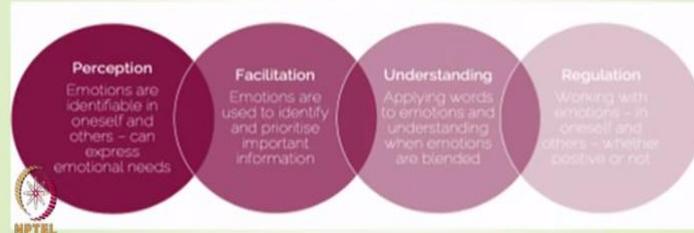
Then third one is emotional understanding. It involves cognitive processing of emotions, that is, using insight and knowledge to understand one's feelings, or feeling of others. So, emotional understanding in which you understand yours, as well as other's emotions, and you have insight and knowledge to understand such kind of emotions. Then fourth one is emotional management. It means regulation of emotions in oneself and in other people.

So, you are able to manage your own emotions as well as other's emotions, as well as you have that type of regulation of emotions which help you to facilitate that management of emotions.

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Scales:

- ▶ **Identifying Emotions:** identify emotions in faces
- ▶ **Using Emotions to Facilitate Thought:** use emotions to solve problems
- ▶ **Understanding Emotions:** figure out what makes people “tick”.
- ▶ **Managing Emotions:** make optimal decisions.



So, in the scales, they have certain, you know, subtest, in which they focus mainly on identifying emotions and there are some scales, through which they study your ability to identify emotions and maybe identify emotions in faces, that could be one type of test. Second one is using emotions to facilitate thought. Use emotions to solve problems. So, then they have certain problems in which you need to use certain emotions to solve those problems.

Third is understanding emotions, figure out what makes people tick and managing emotions, make optimal decisions. So, through such kind of activities, as per of this model, we test your emotional intelligence level. And again, I am repeating, these are the definitions of the factors, which have been proposed by this theory. So, it means, whichever psychological test or subtest you are taking, these definitions must reflect in your psychological test and by using those test, one can obtain someone's emotional intelligence level as per this theory.

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2. Goleman (1995, 1998) Mixed Model: Four Basic Components of EI

Emotional intelligence is the capacity for recognizing our own feelings and feelings of others, for motivating ourselves and for managing emotions well in ourselves and in our relationships. (Goleman, 1998)



Now, next model is, Goleman's Mixed Model. Again, he focused mainly on four aspects of emotional intelligence. So, first off all, let us know what is his definition of emotional intelligence. Emotional intelligence, as per Goleman's theory or Goleman's explanation is the capacity for recognizing our own feelings and feelings of others. So, that is the first factor, ability to recognize or better ability to recognize our own feelings as well as other feelings, if we have high level of emotional intelligence.

Second is for motivating our self and for managing emotions well in our self and in our relationships. So broadly, way of managing our self as well as others in relationship. So, this is the definition of emotional intelligence, which is called mixed model as per Goleman's theory.

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1. **Self-awareness:** self-confidence, accurate self-assessment and emotional self-awareness.
 2. **Social awareness:** empathy, responsiveness to others and organizational awareness.
 3. **Self-management:** adaptability, emotional self-control, positive outlook and initiative.
 4. **Relationship management:** conflict management, inspirational leadership, influence and teamwork.
- ✓ **Mood management**-handling feelings so that you respond to the situation appropriately .
 - ✓ **Self-motivation**- "gathering up" your feelings and directing yourself towards a goal, despite self-doubt, inertia (inactivity) and impulsiveness.
- **Intrapersonal and interpersonal EI Factors**

Now, which factors he has identified as emotional intelligence factors? First factor as per his theory is self awareness, self confidence, accurate self assessment and emotional self awareness. So, self awareness of emotions, that is the first factor as per this theory. Second one is social awareness, empathy, responsiveness to others and organizational awareness. So, that is our second strength or second view of emotional intelligence or second factor of emotional intelligence.

Third one is self management, it means adaptability, emotional self control, positive outlook and initiative, that is the third factor. Fourth one is relationship management, conflict management, inspirational leadership, influence and teamwork. So, if you have high score on emotional intelligence, then you must have all these factors in your personality, which are broadly related to you and how do you deal your emotions as well as how do you deal with other emotions.

Then in his theory or in his psychological test, mood management, self-motivation, these types of factors are also important. Handling feelings so that you respond to the situation appropriately. So, this is a way to manage our mood. Self motivation, gathering up your feelings and directing yourself towards your goal despite self-doubt, inertia and impulsiveness.

So, self motivation, ability to motivate yourself and ability to manage your negative emotions, like self doubt, inactivity or impulsiveness, and then try to motivate or keep continued motivation, that is also part of this emotional intelligence theory. So, broadly it can be divided into sections, intrapersonal and interpersonal emotional intelligence factors. So, he has focused on both in his theory.

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3. Trait Emotional Intelligence (trait EI)

It is defined as a constellation of emotional self-perceptions located at the lower level of personality hierarchies (Petrides, et. al. 2007).

(e.g. the big five factors of Personality- $5 \times 6 \times 8 = 240$)

- ▶ The construct provides a comprehensive operationalization of the affect-related aspects of personality and lies wholly outside the taxonomy of human cognitive ability (Carroll, 1993).
- ▶ Trait EI vs. Ability EI
- Trait EI (Personality traits, measurement-self report) vs. Ability EI (Cognitive ability, measurement-Maximum performance)
- ▶ 15 Traits of EI

Now, third model is quite different. That is not like first and second one, Petrides actually focused on intelligence by considering trait emotional intelligence. When we see trait, to some extent, these factors are actually stable patterns in our behavior. And he has listed about 15 traits to define emotional intelligence. First of all, in his definition Petrides defined emotional intelligence as a constellation of emotional self-perceptions located at the lower level of personality hierarchies.

So, he said in personality, there are various factors and I think if you know about personality, then easily you can understand that we describe personality by number of factors, by number of, you know, variables and certain type of personality has composition of certain type of factors. For example, if we talk about famous model of personality, then we can take example of big five factors, and these big five factors at the super factor level.

And then there are six factors under each of these big factors, and then eight items in NEO-PI psychological test. In NEO-PI psychological test, there are five big factors, then each factor has six sub factors, or can say, variables, and then each variable or the sub factor has eight items. So, like that, NEO-PI, has 240 items. Similarly, he is saying that these are not the big five or big factors, but these are lower level of personality hierarchies.

And these factors are composition of emotional intelligence as per his theory. The construct provides a comprehensive operationalization of the affect-related aspects of personality. So, he said, in his theory, he has identified all affect or emotion related factors under this category that lies wholly outside that taxonomy of human cognitive ability. So, these are not

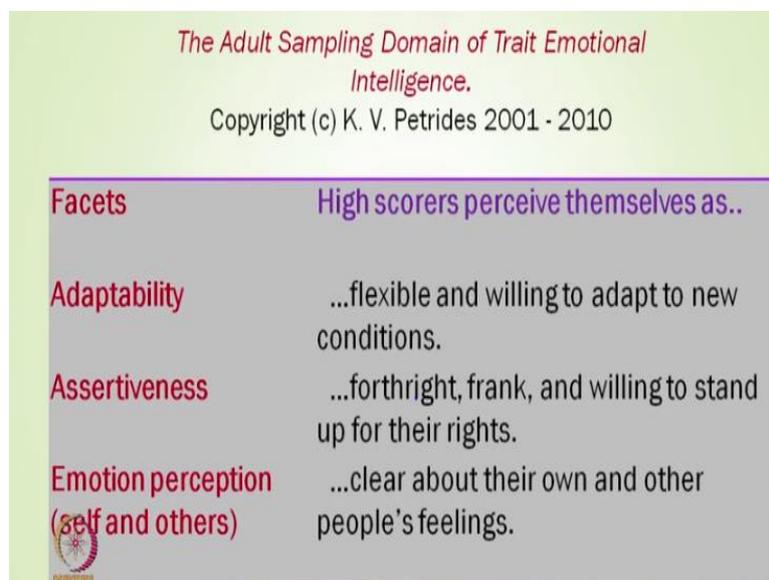
part of cognitive abilities, but these are personality factors and these are reflecting as affect or emotional aspects of personality.

So, I think you can easily understand there is significant difference between previous two models and this model. So, how this is different from ability emotional intelligence. So, trait emotional intelligence and ability emotional intelligence are different mode. When we say trait emotional intelligence, it means personality traits and measurement can be done by self report or psychological tests. On the other hand, ability emotional intelligence, they focus more on cognitive ability and measurement of maximum performance.

Almost except this model I think in all other emotional intelligence models, we can say maximum performance is correlated with high level of emotional intelligence and they have identified that the ways to or the factors which contribute to our best performance, apart from cognitive factors, these all factors they have counted as emotional intelligence and related factors, which are contributing to our performance.

So, he has identified these 15 traits of emotional intelligence.

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Facets	High scorers perceive themselves as..
Adaptability	...flexible and willing to adapt to new conditions.
Assertiveness	...forthright, frank, and willing to stand up for their rights.
Emotion perception (self and others)	...clear about their own and other people's feelings.

Let us know about these 15 factors one by one. These are the facets, and with the facets, another point is high scorers perceive themselves as high level of emotional intelligence. So, most of these factors are positive factors and we expect high score on these factors, if we say, you know, you have higher level of emotional intelligence.

So, first factor is adaptability - flexible and willing to adapt to new conditions. So, if you have high level of adaptability, then you have one facet of emotional intelligence as per this theory. Next one is assertiveness forthright, frank and willing to stand up for their rights. So, assertiveness in your personality, willing to stand for your rights, that is another facet or factor of emotional intelligence.

Third one is emotion perception - self and others. Clear about their own and other people's feeling. So, you are able to understand, you are able to perceive clearly other's emotions as well as your own emotions, that is, third facet as per this theory. Next one is emotional expression, your level on emotion expression. Again, contributing to high level of emotional intelligence. It means capable of communicating their feelings to others.

So, what are our ways and how much comfortable we are when we are communicating our feelings to others. Next is emotion management of others and capable of influencing other peoples' feeling. When we are able to influence their feelings, their emotions, then that is another factor, which is contributing to emotional intelligence as per this theory. Next one is emotion regulation. Capable of controlling their emotions. So, ability to regulate emotions, as well as, capable to control as per requirement. Next one is impulsiveness.

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Facets	High scorers perceive themselves as..
Impulsiveness (low)	...reflective and less likely to give in to their urges.
Relationships	...capable of having fulfilling personal relationships.
Self-esteem	...successful and self-confident.
Self-motivation	...driven and unlikely to give up in the face of adversity.
Social awareness	...accomplished networkers with excellent social skills.

Definitely, this is negative characteristic, so, we expect low score to have high level of emotional intelligence. It means reflective and less likely to give in to their urges. Next one is relationships; it means capable of having fulfilling personal relationship. So, if you are capable of having good and fulfilling personal relationship, then that is one factor which is

contributing as per this theory to your emotional intelligence.

Self esteem is the next one, successful and self-confident, self-motivation. It means driven and unlikely to give up in the face of adversity. So, ability to keep continue, or persist and even at the time of adversity, you are standing with you and continuing your work. Social awareness, accomplished networkers with excellent social skills, so that is social awareness. Next one is stress management.

You just see these are the traits which are not part of emotional intelligence as per other theories, but here he is talking about stress management, trait empathy, trait happiness, trait optimism. So, stress management, capable of withstanding pressure and regulating stress. Trait empathy, capable of taking someone else's perspective.

So, when you are able to understand other's view empathetically. That is, you know, in terms of trait, when we are saying it means, we are expecting a little bit more stable patterns in your behavior, because that is straight of your personality. Next is trait happiness, cheerful and satisfied with their lives.

So, if you are happy and having optimism, confident and like to look on the bright side of life, then these factors again are contributing to emotional intelligence. So, you just see, even trait optimism, trait happiness, trait empathy, stress management, these are also important factors to have higher level of emotional intelligence. So, one more lesson we must learn from this theory.

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Facets	High scorers perceive themselves as..
Stress management	...capable of withstanding pressure and regulating stress.
Trait empathy	...capable of taking someone else's perspective.
Trait happiness	...cheerful and satisfied with their lives.
Trait optimism	...confident and likely to "look on the bright side" of life.

This lesson is if we are having psychological test as per this theory, we must have questions related to these five traits. So, it means, your emotional intelligence will be assessed even on the basis of trait happiness, trait optimism, trait empathy and that is why operational definition as per particular theory, its explanation and psychological test based on this particular theory must be highly, highly connected with each other.

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4. Bar-On-EI

- Emotional intelligence is "an array of non-cognitive capabilities, competencies, and skills that influence one's ability to succeed in coping with environmental demands and pressures"- *Bar-On (1997)*
- He identified factors that were related to **success in life**, (Bar-On 1980).
- **Why some people with moderate IQ do well in life while others with high IQ fail ?**
- EI Components resemble personality factors, but can be changed and altered.

Fourth model is Bar-On emotional intelligence model. Emotional intelligence as per Bar-On's theory and array of non-cognitive capabilities, competencies and skills that influence one's ability to succeed in coping with environmental demands and pressures. So, you just see here, to some extent stress, as well as its management is reflecting in this theory.

And he observed that these are non-cognitive capabilities and, you know, skills and certain

factors, which are influencing our performance, our ability and ability to handle environmental demands and pressures. He identified factors that were related to success in life.

So, he focused more on achievement on success in life, and which factors along with cognitive abilities are responsible for this success and achievement, and he focused on all those factors. So, that is why, you know, like Goleman theory, like ability model, again, it is more reflecting in organization sectors. He also asked same question, why some people with moderate IQ do well in life, while others with high IQ fail?

And that is why he said actually there are some other factors, which are contributing, along with IQ or along with cognitive capabilities. So, we must focus on those factors also. He said, emotional intelligence components resemble personality factors, but can be changed and altered. Because, we count that emotional intelligence can be learnt. And that is another reason why psychologists focus more on emotional intelligence compared to intelligence.

Because we cannot change much the intelligence of someone, but emotional intelligence can be learnt, can be altered, can be changed, if we have certain intervention programs or therapies to facilitate emotional intelligence.

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As per this model, he focused mainly on four aspects; intrapersonal, interpersonal, stress management and adaptability. And he said actually, these are the ways to have effective performance.

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Then in detail about these factors. As per this theory, these are the intrapersonal factors. When we say interpersonal factors, it means emotional self awareness, assertiveness, self regard, self actualization, independence. So, these are the intrapersonal factors or factors with us, which are contributing to emotional intelligence. When we talk about interpersonal then interpersonal relationship, empathy, social responsibility, these are the factors for interpersonal relations.

Third one is adaptability; problem solving, flexibility, reality testing. And the fourth stress management; stress tolerance and impulse control. These are the factors for intrapersonal, interpersonal adaptability and stress management as per this theory and he also included general mood; general mood means optimism and happiness. Again, some of these factors are similar to Petrides trait theory. On the other hand, he has his unique explanation also to define emotional intelligence.

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And he proposed it in organizational sectors, that is why, he discussed about his emotional quotient applications. And he observed that, this emotional quotient is very important in certain settings and it has applications in organization sector. When we are recruiting high performers, then we can use such kind of scores or emotional quotient.

Retaining high performers, we can use this emotional quotient score, for team building we can use, managing diversity it can be used, leadership development can be used, for coaching can be used, and performance management. For performance management, it can be, for risk management, emotional quotient can be used or it has high level of applicability in such type of situations, for self development it can be used, for change management, merger, integration and reshaping culture, restructuring and rearrangement, and stress management for career planning.

So, these are the situations where you can use emotional quotient and can have some ways to study such kind of situations and role of performance and how emotional quotient could help to understand such kind of situations.

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EI Therapy

- **Emotionally focused therapy and emotion-focused therapy** (EFT; e.g. Greenberg & Paivio, 1997; Safran & Greenberg, 1991). These therapies are designed to help clients achieve more adaptive functioning by evoking and exploring emotions and restructuring maladaptive emotional schemes.
- **Another Emotion-focused therapy** was aimed at acceptance, exploration, and discharge of emotions related to the loss.



Then, next point is if it is so important, then can we change emotional intelligence level. There are some therapies as well as some intervention programs that is more part of applied positive psychology. So, I am not going in detail on this topic, however, just to show certain studies and how emotional intelligence therapies, as well as programs are available and doing well in recent or in modern psychology. So just to get this idea, let us take certain examples.

It is emotionally focused therapy and emotion-focused therapy, there are several scholars who have worked on such kind of therapies and these therapies are designed to help clients achieve more adaptive functioning by evoking and exploring emotions and restructuring maladaptive emotional schemas. There are some, again, stable patterns in our behavior, which we call schemas. So, we have broadly two type of schemas; adaptive schemas and maladaptive schemas.

Then related to emotional schemas, we may have adaptive as well as maladaptive one. So, if we have certain ways to identify maladaptive emotional schemas in your behavior, in your personality, and then try to change them in terms of say adaptive emotional schemas, so such kind of therapies are available and these therapies, in fact, facilitate higher level of emotional intelligence. Second one is emotion focused therapy, in which they focus on acceptance, exploration and discharge of emotions related to the loss.

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So, they focus on the how we should explore and how we can discharge of emotions if we had some loss in our life. So, they focus on different aspects of emotions, to have better understanding as well as, you know, better way of handling our emotional components. Next one is, again, I am saying there are, I think, hundreds of intervention programs available to improve emotional intelligence.

But I have taken here only one just to share with you how certain programs are going on and, in these programs, even in at school level, in organization sectors, they are trying to improve level of emotional intelligence. This example is from the Collaborative for Academic, Social and Emotional Learning program. And you could see, here in this program, Social and Emotional Learning program, there are various components, they try to improve during schooling.

So, self awareness related activities they have in this program, self-management-oriented activities they have, responsible decision-making, ways school students learn, social awareness, relationship skills. So, all these skills they develop during schooling in schools under this program. And in this process, they have involved various, you know, levels like classroom level or setting they have, schools level activities and setting they have, as well as homes and communities involved in this program.

So, similarly, they have observed that this particular program, in terms of curriculum and instructions it is, and then school wide practices and policies. So, certain activities at the level of school have been involved as well as family and community partnership are there.

So, on all levels, this program is going on, and it is quite effective program. Number of, you know, research papers showing its effectiveness.

So, like that, there are various other intervention programs, which have promising results on emotional intelligence and they are trying to change, improving level of emotional intelligence, so that it could contribute positively to our life.

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Positive Coping

Positive coping has been defined as "a response aimed at diminishing the physical, emotional, and psychological burden that is linked to stressful life events and daily hassles" (Snyder & Dinoff, 1999, p. 5).

- ▶ According to Lazarus and Folkman (1984), **emotion-focused coping** is "directed at regulating emotional responses to problems".
- ▶ The goal is to deal with emotional reactions to a stressor.
- ▶ It includes processes such as **avoidance, denial, seeking emotional support, and positive reappraisal**.

- a. **Emotion-Focused:** Focus is primarily on emotional reactions to a stressor.
- b. **Emotional processing:** Understanding reaction to a stressor.
- c. **Emotional expression:** Expressing emotions related to a stressor.



After knowing about emotional intelligence, let us know about positive coping also. A response aimed at diminishing the physical, emotional and psychological burden that is linked to stressful life events and daily hassles. So, we have certain ways or reasons, which are the causes of physical, emotional and psychological burdens. And through these copings, we want to reduce that burden and we want to reduce burden of stressful events as well as daily hassles, which may have, you know, burden on our physical, emotional or psychological components.

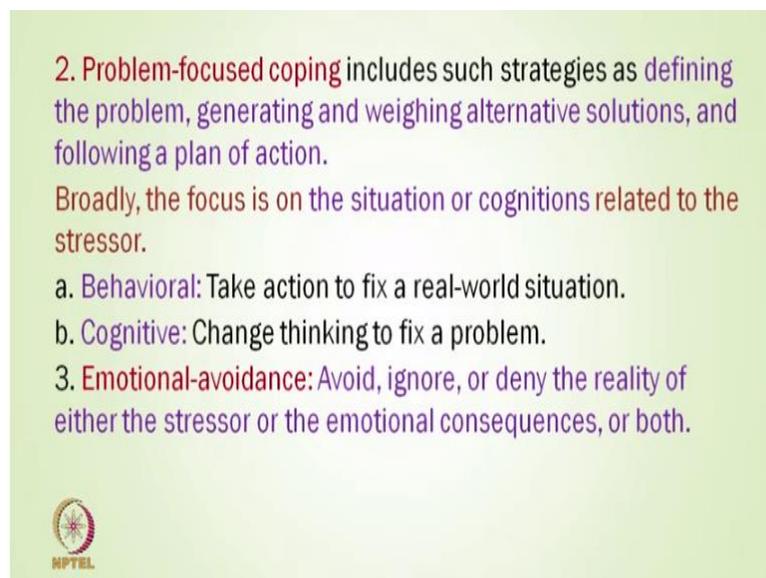
So, positive coping is how we can reduce that burden, that is important for us. So, there are various coping styles. First one is emotion focused coping. emotion focused coping is directed at regulating emotional response to problems. So, we regulate our emotional responses to solve the problem or to understand the problem in a better way. The goal is to deal with emotional reaction to a stressor and it includes processes such as avoidance, denial, seeking emotional support and positive appraisal.

So, these are certain ways through which we reduce our emotional reactions to a stressor and

we learn how it can happen. So, they are saying that, there are two-three ways. One is emotion focused. Focus is primarily on emotional reactions to a stressor, and then we try to change way of perceiving this stressor, so that we could reduce our stress level. Second one is emotional processing.

Understanding reaction to a stressor, what kind of, you know, reaction we have, how we can change it in light mode, that is, you know handled under this category. Next one is emotional expression. Expressing emotions related to a stressor. So, these are the ways which we learn to reduce our, you know, stressors impact and this is called emotion focused coping.

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2. **Problem-focused coping** includes such strategies as defining the problem, generating and weighing alternative solutions, and following a plan of action.

Broadly, the focus is on the situation or cognitions related to the stressor.

- a. **Behavioral:** Take action to fix a real-world situation.
- b. **Cognitive:** Change thinking to fix a problem.

3. **Emotional-avoidance:** Avoid, ignore, or deny the reality of either the stressor or the emotional consequences, or both.

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Next one is problem-focused coping. In problem-focused coping, we focus more on the problem rather on our emotions. So, it includes strategies as defining the problem, generating and weighing alternate solutions and following a plan of action. So, because in this case, we are focusing on problem that is why we define, redefine if it is required, that problem, and then we generate number of solutions and solutions, which are suitable to us and then plan of actions in which we follow those alternate solutions.

Broadly, the focus is on the solution or cognition, related to the stressor. So, in this case, sometimes on situation, sometimes on cognition, we focus to solve our problem. So, if it is a behavior take action to fix a real world situation. So, when we say behavioral, then we just focus on the problem to solve it, action oriented we can say, this strategy is. Second one is cognitive, change thinking to fix a problem. So, change your thinking process to fix the problem.

So broadly, as per the requirement, whether need to take action or just change your thinking process to solve the problem. So, out of these two, whichever is required as per the situation, they use it. Third one is emotional avoidance. However, it is not appreciated much, but still, this is another strategy or coping style. Avoid, ignore or deny the reality of the either the stressor or the emotional consequences or both. So, we just avoid those emotional settings which may hamper our well-being, that is the third strategy.

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EMOTIONAL REGULATION

- Emotional regulation includes responding to others emotions, maintaining thoughts, behaviors and expressions within a culturally and socially acceptable range.
- Our Limbic system is considered to be the seat of emotions and it plays a major role in emotional regulation.
- Self-regulation strategies for emotional regulation includes: Mindfulness, breathing (counting, extended exhale), guided imagery, grounding oneself with the 5 senses etc.

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Let us know another component, which is very important to understand emotional reactions, that is emotional regulation. Emotional regulation includes responding to others emotions, maintaining thoughts, behaviors and expressions within a culturally and socially acceptable range. So, ability to regulate your emotion is emotional regulation broadly we can say. Our limbic system is considered to be the seat of emotions, and it plays a major role in emotional regulation.

So limbic system is a part in our brain, which has significant role when we are dealing with emotional regulation. Self regulation strategies for emotional regulation includes mindfulness breathing, guided imagery, grounding oneself with the five senses, etc. So, because that is very important for us, that is why, we have various strategies or intervention programs through which we learn to regulate our emotion in better way.

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- Research on **emotional regulation** has investigated several topics relevant to EI (Gross, 2008).
- There are various studies that examined how to improve **emotional regulation**.
 - For example, A study of emotional regulation taught **people greater acceptance, tolerance, and active modification of negative emotions over six weeks using techniques of cognitive-behavioral therapy**, (Berking, et al., 2008).
 - These comprised of **education; relaxation training; emotional labeling; imagery training; and goal setting** as major interventions.
 - **After six weeks**, researchers found significant increases in the skills required for emotional regulation.



And mindfulness, some breathing exercise, like that, there are various ways of. Research on emotional regulation has investigated several topics relevant to emotional intelligence. There are various studies that examine how to improve emotional regulations. Let us take one example. A study of emotional regulation taught people greater acceptance, tolerance, and active modification of negative emotions over six weeks using techniques of cognitive behavioral therapy.

In this cognitive behavioral therapy, they had various components like education, relaxation techniques, emotional labeling, imagery training, goal setting. These are the major part of this intervention. After six months, researchers found significant increase in the skills required for emotional regulation. So that is one of the intervention programs, there could be various others, which are showing promising results to improve emotional regulation.

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Emotional Hygiene

- We all know how to maintain our physical health but what do we know about **maintaining our psychological health?**
- What do we teach our children about **emotional hygiene?**
- Why is it that our physical health is more important to us than **our psychological health?**
- Guy Winch argues that **we sustain psychological injuries like failure or rejection or loneliness more often than physical injuries.**



How to practice
emotional first aid |
Guy Winch
https://www.ted.com/talks/guy_winch
=0:49:00

In this series, let us know one more concept, that is emotional hygiene. It is quite new and very interesting it is. For this, I will suggest to watch some TED Talks programs by Guy Winch. He has series of talks on this topic, the talk which I have selected here: how to practice emotional first aid? And he has asked number of questions and gave importance to psychological health, emotional health and he is saying that why we are giving more importance to physical health as compared to psychological health.

So, let us know about this talk and for details, again, I will recommend to watch some of his talks on YouTube. So, in this talk he has started with, we all know how to maintain our physical health, but what do we know about maintaining our psychological health? That is his question. What do we teach our children about emotional hygiene? He is asking, and he is defining it as well as giving importance of this concept. Why is it that our physical health is more important to us than our psychological health? And then he is talking about why it is important and he has argued that we sustain psychological injuries, like failure, or rejection or loneliness more often than physical injuries and still we are not giving importance to our emotional health, our psychological health, and giving more importance to physical health comparatively. In this talk he is talking about all this.

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- Psychological-emotional injuries can also worsen if we ignore them, and they can impact all areas of our lives.
- Even though there are scientifically proven techniques to treat our psychological injuries, we don't.
- We need to close the gap between our physical and our psychological health and to make them equal, like twins.
- Furthermore, he discusses about psychological wounds like Loneliness which creates a deep psychological injury, that distorts our perceptions and thinking.

Psychological emotional injuries can also worsen if we ignore them, and they can impact all areas of our lives. That is why, we must give importance to our psychological emotional health. Even though there are scientifically proven techniques to treat our psychological injuries, we do not. He said that there are various techniques, if we learn those techniques, we could avoid or could reduce impact of psychological injuries.

We need to close the gap between our physical and our psychological health and to make them equal, like twins. So, in this talk, he is saying that we should give equal importance to our physical as well as psychological health. And you know, even in Indian model, we are not considering them to independent. We know our physical health is highly connected with emotional or psychological as well as psychological and emotional highly connected with bodily changes.

There are some concepts even in the main field of psychology in which we are talking about psychosomatic and somato-psychological factors. Furthermore, he discusses about psychological wounds, like loneliness, which creates a deep psychological injury that distorts our perceptions and thinking. He is saying that loneliness triggers same areas in our brain, which are triggered by pain. So that is why he is saying, we should take care of such kind of negative aspects in our personality.

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- ▶ Feelings of helplessness.
- ▶ Rejection is extremely painful.
- ▶ After getting a cut on our arm we never think "Oh! I'm going to take a knife and see how much deeper I can make it." But we do that with psychological injuries all the time -- Emotional Bleeding.
- ▶ Why it so? Because of poor emotional hygiene. Because we don't prioritize our psychological health.
- ▶ Stop Emotional Bleeding: Our minds and our feelings - are not trustworthy friends.
- ▶ We know from several studies that when your self-esteem is lower, you are more vulnerable to stress and anxiety; that failures and rejections hurt more, and it takes longer period to recover from them.



Like feeling of helplessness, rejection is extremely painful, and we do not bother much and having emotional bleeding in such situations. So, he is also talking about emotional bleeding, and he gave very interesting example. He is saying that after getting a cut, we never think Oh, I am going to take a knife and see how much deeper I can make it. But we do that with psychological injuries all the time. And he is calling this concept as emotional bleeding.

Because we are thinking again and again on the same mode, on the same point, on the same topic, and that is called emotional bleeding. So, what this emotional bleeding is, why it is so? Because of poor emotional hygiene - he is saying in his talk - because we do not prioritize our psychological health, that is why we are not interested to know or we do not know much about emotional hygiene and that is why, knowingly or unknowingly, we are doing emotional bleeding.

Stop emotional bleeding, he is saying, that our mind and our feelings are not trustworthy friends. So, during this situation, they are inclined or they are more towards negativity. So, that is why he is saying that we should have certain trainings to manage our mind as well as our feelings. We know from several studies that when your self esteem is lower, you are more vulnerable to stress and anxiety, that failures and rejections hurt more, and it takes longer period to recover from them.

So, he is saying that during low level of self esteem, I think one should take care more, as compared to their routine days.

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Protect Your Self-Esteem:

- When you get rejected, the first thing you should do is **revive your self-esteem**.
- When you're in emotional pain, **treat yourself with the same compassion as you would expect from a truly good friend (Neff's Self Compassion)**.
- We have to catch our unhealthy psychological habits and change them. And one of unhealthiest and most common habit is called **rumination** - ruminating about upsetting events can easily become a habit.
- **Battle** negative thinking & build emotional resilience.

 NPTL

He is saying that we should know the way to protect our self esteem. When you get rejected, the first thing you should do is revive your self esteem. When you are in emotional pain, treat yourself with the same compassion as you would expect from a truly good friend. So, there are certain concepts, which are actually connected with each other. For example, if you could recall, I discussed about a web of positive psychology, in which we observed that there are various positive psychological constructs, which are highly connected with each other.

So similarly, such kind of, you know, ideas or points have been highlighted by other scholars also. For example, Neff, in her work, she is saying that compassion when we are dealing with others, we should have compassion. So similarly, she is talking about self compassion. When you are dealing with yourself, especially when you are in low mode, having low self esteem, then the way to deal with oneself or yourself, you should know, called self-compassion.

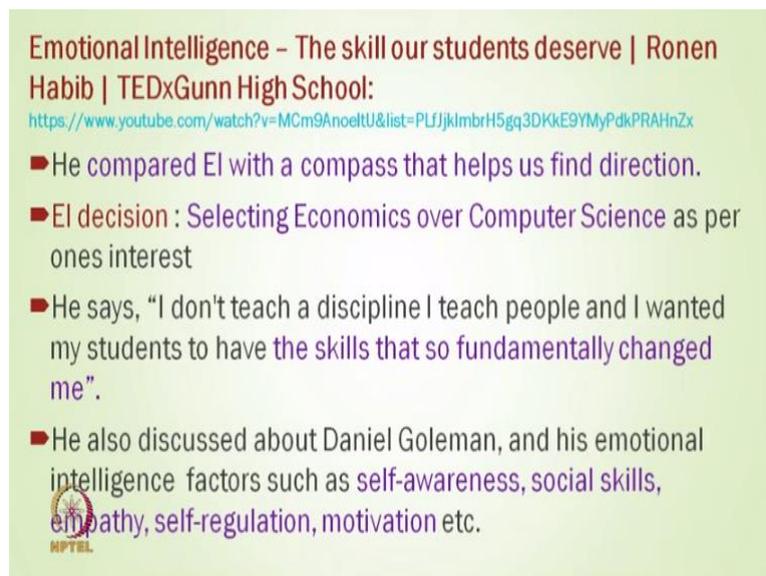
So, he is saying that, you know, we should know how we should deal with ourself when we are in low or in terrible mode. We have to catch our unhealthy psychological habits and change them. And one of unhealthiest and most common habit is called rumination. Ruminating about upsetting events can easily become a habit. So, I think this is even characteristic of a depressed person, because most of the time, they are thinking about their negative thoughts or negative happenings in their life.

So that is why he is saying that we should know, what we should think, what we should experience and how we should manage or regulate our emotions. So, he is saying, you know,

how to battle negative thinking we should know and we should know how we can build emotional resilience. So that is called emotional hygiene. There are two, three more talks by this scholar. And I think that is very important area to learn when we are talking about emotional component, emotional hygiene is really important to understand.

And not only for learning in a subject or in positive psychology course, but this concept is really very touchy, and it has important applications in our life.

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Emotional Intelligence - The skill our students deserve | Ronen Habib | TEDxGunn High School:
<https://www.youtube.com/watch?v=MCm9AnoeltU&list=PLFjjklmbrH5gq3DKkE9YMyPdkPRAHnZx>

- ▶ He compared EI with a compass that helps us find direction.
- ▶ EI decision : Selecting Economics over Computer Science as per ones interest
- ▶ He says, "I don't teach a discipline I teach people and I wanted my students to have the skills that so fundamentally changed me".
- ▶ He also discussed about Daniel Goleman, and his emotional intelligence factors such as self-awareness, social skills, empathy, self-regulation, motivation etc.

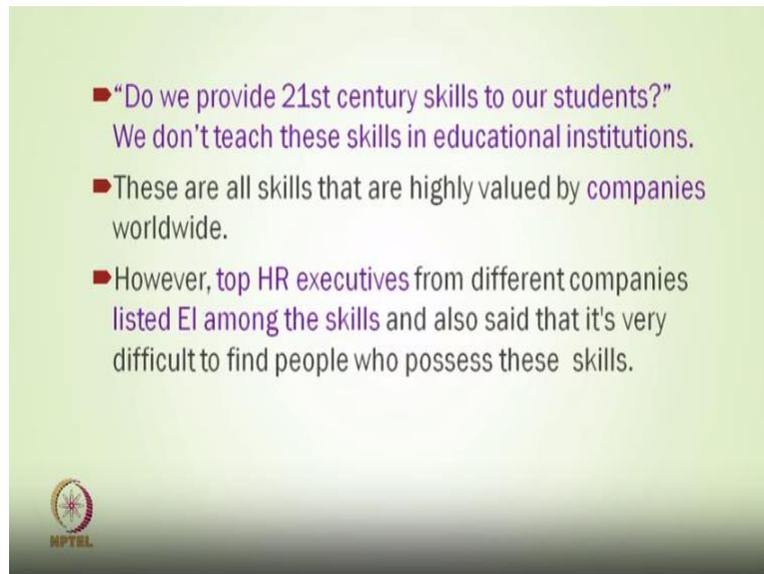
Similarly, I have selected one another scholar's work, he is just giving importance to emotional intelligence, that is Ronen Habib's talk; Emotional intelligence – The skill our students deserve. Again, I will recommend to watch this video in YouTube and know more about his ideas on emotional intelligence and what is the relevance of emotional intelligence. He compared emotional intelligence with compass that helps us to find direction.

So, he is saying that like compass, we can get direction through it. So similarly, emotional intelligence, help us to show certain directions in our life. And then he is giving example of his life, saying that how he dropped computer science and selected economics. And he is saying that as part of his requirement - that was his emotional intelligence decision - selecting economics over computer science. He says, I do not teach a discipline, I teach people and I wanted my students to have the skills that so fundamentally changed me.

He is talking about learning skills of emotional intelligence. He also discussed about Goleman's theory and focused on different factors like self awareness, social skills, empathy,

self regulation, motivation, etc.

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■ “Do we provide 21st century skills to our students?”
We don’t teach these skills in educational institutions.

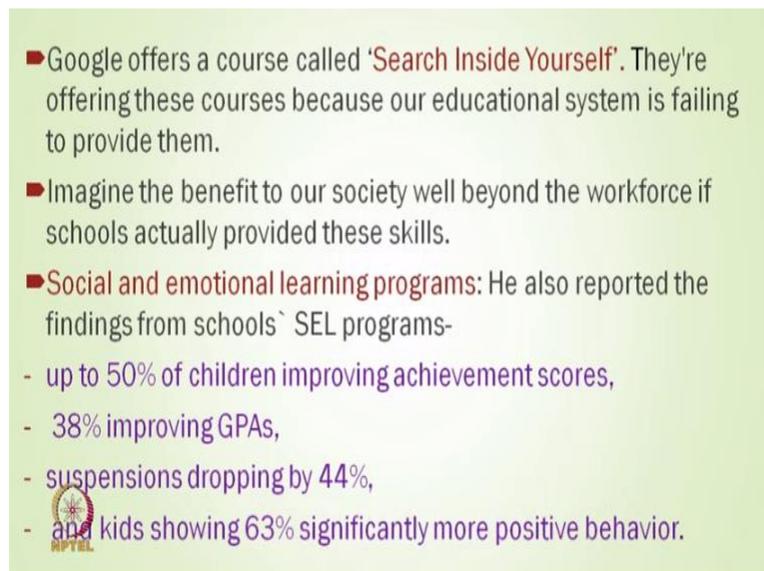
■ These are all skills that are highly valued by companies worldwide.

■ However, top HR executives from different companies listed EI among the skills and also said that it’s very difficult to find people who possess these skills.



And then he is saying that why do not we focus on emotional intelligence? He asked, do we provide 21st century skills to our students? We do not teach these skills in our educational institutes. However, there are some programs which are going on, but it is not available everywhere. These are all skills that are highly valued by companies worldwide. And then he is giving example from HR executives from different companies, who listed EI among the skills and also said, it is very difficult to find people who possess these skills - emotional intelligence skills.

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■ Google offers a course called ‘Search Inside Yourself’. They’re offering these courses because our educational system is failing to provide them.

■ Imagine the benefit to our society well beyond the workforce if schools actually provided these skills.

■ Social and emotional learning programs: He also reported the findings from schools` SEL programs-

- up to 50% of children improving achievement scores,
- 38% improving GPAs,
- suspensions dropping by 44%,
- and kids showing 63% significantly more positive behavior.

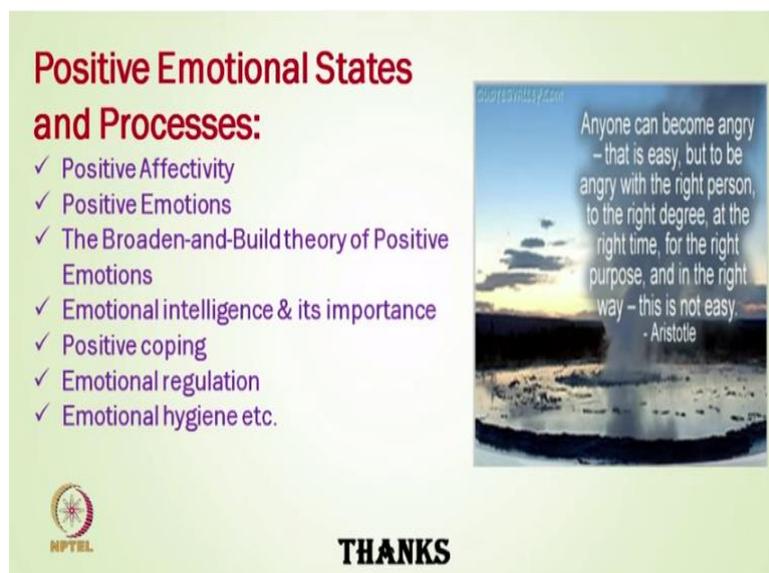


So, he is saying that like Google offers a course called Search Inside Yourself. They are offering these courses, because our education system is failing to provide them. Education

system provide some emotional intelligence-oriented intervention programs, so that at early stage, students can learn these things. Imagine the benefits to our society, well beyond the workplace, if schools actually provide these skills.

Then he is talking about this program, which I discussed in the last slides, social and emotional learning program and he is saying that these are benefits of this program. He quoted the study in which results showing that up to 50% of children improving achievement schools, 38% improving GPA, suspensions dropping by 40% students, and kids showing 63% significantly more positive behavior. So, through this study, he wants to show how these types of programs are effective and have positive change in their behavior in terms of academic achievements, as well as their positive behavior.

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Positive Emotional States and Processes:

- ✓ Positive Affectivity
- ✓ Positive Emotions
- ✓ The Broaden-and-Build theory of Positive Emotions
- ✓ Emotional intelligence & its importance
- ✓ Positive coping
- ✓ Emotional regulation
- ✓ Emotional hygiene etc.

Anyone can become angry – that is easy, but to be angry with the right person, to the right degree, at the right time, for the right purpose, and in the right way – this is not easy. - Aristotle

THANKS

Like that, there could be various other topics under this topic for positive emotional states and processes. I have tried to include most important, but still some more can be added here. So, let us review what we have studied here. We have discussed in this chapter, positive affectivity, then positive emotions, then on the basis of positive emotions, the Broaden-and-Build theory of positive emotions we discussed, emotional intelligence and its importance we discussed, then we discussed about positive coping. Next topic was emotional regulation, emotional hygiene, etc.

I think you would be agree on this point, emotional states and processes are very important, as Aristotle mentioned that Anyone can become angry - that is easy, but to be angry with the right person, to the right degree, at the right time, for the right purpose, and in the right way -

that is not easy. And that can be learned through certain intervention programs or certain therapies in this direction. Thank you very much.