

## **Psychology of Learning**

**Dr. Atasi Mohanty**

**Humanities and Social Sciences**

**IIT Kharagpur**

**Lecture – 26**

### **Emotional Intelligence and Learning**

Hello viewers, welcome back to this NPTEL course on the Psychology of Learning. So, today we will begin a new topic, we will start the discussion about the new topic that is about Emotional Intelligence. How emotional intelligence plays a vital role in our learning process? Now, let us start the discussion about actually what does it mean by emotional intelligence ok.

So, emotional intelligence has been a part of social intelligence, it is already embedded in social intelligence, but it has come to the limelight with some of the researchers like Daniel Goleman, Meyer and Solovey etcetera. So, it is a very recent concept, but it was earlier there within the social intelligence domain, but now it has come up it has become highlighted because its importance has been realized very much in the domain of learning and you know work experience workplace also. So, what is emotional intelligence? Emotional intelligence has been defined as the ability to identify and manage one's own emotions and the emotions of others.

The thing is that emotion like for example, how efficiently, how clearly, how clearly and how objectively we observe our own emotion that is the main thing like. So, how that means, analyzing by critically analyzing reflecting on our own experiences in a particular event, particular situation etcetera. How can we clearly understand that what are the experiences we are going through this and what are the emotional experiences that we are going through and so that we can understand the emotional emotions that we are experiencing right now. So, the thing is that from time to time we are now very often we experience happy moments, sad moments, stressed all kinds of different kinds of emotions, but the here now if the person is emotionally intelligent then how correctly, how accurately he or she can identify his own emotions and emotions he can slowly and steadily try to understand it, reflect on it and slowly monitor it, regulate it, control it that is all that means, he can control that emotion whatever he experiences experiences he can correctly, accurately identify that emotion, name it, label it and then to deal with it how to express it accurately as per the social approval and in which place how to behave, how to manifest, how to conduct themselves.

So, all these are the different facets of manifestations of emotions. Now, the same thing if once like if you can understand our own emotions in a more accurate ways and definitely we can also understand others. So, like the interpersonal and the intrapersonal relationship like interpersonal is that between the people and intrapersonal within the person. Intrapersonal this is the way we are try to understand our self how clear we are about our own individual characteristic etcetera. Similarly, emotional intelligence deals with both our own emotions how that is it is called actually when we identify our own emotions, label it accurately, find out the causes and calculate and identify its effect on the on others or in the society and the environment then how to control it, how to that means, how to control it, how to monitor it,

how to regulate our all these because in some of the some of the situation where maybe that we are not supposed to behave in that way or so of our emotions like emotions highly intense emotions before others in front of others.

So, these are the things that social desirability factor also slowly we understand. So, the ability thing is that ability to identify and manage our own emotions identify means label it that is called the emotional literacy we can perfectly label it whether I am feeling jealous or whether I am feeling angry or whether I am feeling inferior or what exactly is the reason of our emotion of you know depression or sadness or like these things. So, that is actual exactly identify the cause and if causal factor of emotions label it as what type of emotion it is and then manage it manage our own emotion like how to express it, how to behave, how to express it, how to control it, how to how that means, randomly we cannot express it in any situation because the context is another factor. So, how taking into consideration in the contextual factors the environment and you know who are the observers taking into account all these factors how can we reflect, how can we manifest, how can we exhibit, how can we express our own emotion in a desirable way in a socially desirable way. So, that is called managing our own emotions and managing emotion does not mean that we will not express it this we need we can express it provided we take into account the other environmental situational factors.

So, if you will if you are successful in managing and labeling and managing our own emotion then definitely we can better understand others emotion from their behavior, from their body language, from their communication style etcetera. So, in psychology Daniel Goleman actually popularized this term in 1995. So, other researchers have also worked on it that we will discuss about it. So, it is a so, that is a emotional intelligence actually he has defined it encompasses both the personal competencies as well as some of the social skills ok. Personal competency in terms of self awareness how much aware we are about our emotional experiences, then emotional regulation how can we control regulate it manage it and express it in different ways.

Motivation all these motivational factors why you are behaving in a particular way, why you are feeling in that way. So, all these are and how we are going to deal with it deal with it that is the and deal with it and especially in the group context, especially in the social context, especially in the workplace context that is how to handle these emotional expressions. Because here we are supposed to deal with the relationship with others, relationship in social context in the workplace. So, that is why it is more oriented toward the social skills, social competencies individual that is personal competencies and the social competency. The social competency that is empathy and other kinds of things.

So, it is a so, it is a combination of both personal competencies and the social competencies. So, that is a emotional intelligence EI or otherwise also known as the EQ that is emotional quotient. Actually is the ability is the quality that enables us to understand and manage our own emotion as well as those of others. So, like the intrapersonal interpersonal intelligence if we can understand our own thoughts, experiences, emotions, the reason, the causal factors and how to control it, regulate it and express it in a socially approved way. If you can do it with our own emotion then we can definitely understand other's emotions.

And you can maintain accordingly you can maintain the relationship also interpersonal relationship, work relationship etcetera. So, that is where so, here the EI primarily refers to the person's ability to understand and manage the emotion in case of themselves as well as the in case of others. So, research shows that so, it is a useful tool to do for navigating the work life balance, relationship, education, mental and physical well being all these factors. Because you

know that is a it is a the famous saying is that IQ can get you higher, but EQ can take you up to in the success ladder. So, IQ that is the our intelligence primarily deals with the academic intelligence, intellectual knowledge, capabilities all these, but emotional intelligence is more of you know understanding others emotion, understanding our own feelings, emotions, motivation as well as the others.

So, and we have already discussed about that how important, because whenever we are doing we are engaged in any kind of activity all these three domains cognitive, affective and psychomotor all these three domains coordinate with each other and function accordingly. So, then Daniel Goleman announced it in 1995, and Peter Salovey and John Mayer 1990 they also they also proposed a theory of emotional intelligence that is known as the EQ theory. And introduced that EQ is a set of skills it is not just one characteristics, one component, one quality, one trait, but it is a set of skills EQ consists of the set of skills with regard to and they and they say that they it appraisal and expression of the emotion in oneself and others. Same thing stated in a different way that is it is the emotional appraisal self appraisal as well as expression of emotion in oneself as well as in others. So, that is it is it is for the effective regulation of emotion, it is it is for you know it is for using the feelings to motivate plan and achieve others life goals etcetera.

So, if we can successfully appraise our self, appraise our own emotion, express it in a desirable way then and same time we can deal with others emotion in the social setup. So, and so that we can we can effectively regulate it regulate our own emotion similarly we can better understand other's emotions their feeling and we can motivate them to plan accordingly. So, therefore, emotional intelligence or emotional quotient question these are interchangeably used you know for actually it is a type of social intelligence different social intelligence that is to an ability to manage monitor our own emotions as well as others emotions. And at the same time use this in information to guide one's thinking and action like after understanding suppose for example, in the workplace suppose after understanding individual you know in every individual employees moods his moods his activities his behavior his body language then we can predict we can assume that yes maybe that whether he is happy or unhappy or maybe what actually actually going on probably what could be the possible factors because of which he is behaving in a particular way which at least we can we can guess we can try to understand this thing. Then thereafter after knowing then we can do further analysis and after knowing all these reasons slowly and steadily we can motivate them we can guide them towards the towards the their individual well being or towards the workplace happiness all these things.

So, Daniel Goleman's work in a emotional intelligence actually outlined the five important areas five important areas for Daniel Goleman's that is the first is self awareness we need to be aware of our own individual characteristics self regulation how effectively efficiently we can regulate our own emotions our moods our feelings etcetera. Then motivation how self motivation like intrinsic motivation self motivation is very important then empathy is that how do we empathize with others in case they are in they are facing any kind of any sort of difficulty problem in their life and other social skills. And the social skills. So, self awareness how much we are aware of our own individual characteristics traits etcetera and very often what are the emotions that we are experiencing the causal factors self regulation the after monitoring our own emotions emotional feeling emotions feelings etcetera how can we regulate it control it justify it because here in emotional self regulation and you know expression monitoring etcetera here also whenever we reflect on it is a kind of reflective thinking also when we reflect on our own experiences etcetera and we try to monitor it and control it or regulate it and so that it will express it in a justified way in a socially approved way. So, here cognition also

takes place cognition cognitive activities also take place because we take into cognizance take into our understanding that we understand and take into cognizance now we here in perfect blending of the cognition emotion that we better understand we can evaluate we can reason out we can analyze then we express it in a socially desirable way.

Similarly, motivation it can also helps us in emotional intelligence it can also helps us in stimulating in enhancing or intrinsic motivation and empathize others empathize others and empathy is primarily related to more out towards the towards dealing with others emotions like social skills. So, again other social skills. So, primarily individual skills and the social skills. So, here the benefits these skills actually these are related to lot of lot of activities in our day to day life benefits it including the academic benefits academic achievement then decision making abilities then abilities to deal with the teamwork to collaborative learning to especially in the workplace and also to bring the overall success in our life. So, experts say that EQ is more important than the IQ. EQ is more important than IQ and whenever we are saying that emotional intelligence means and in understanding our own emotion others own emotion then we can slowly regulate and regulate and control and regulate others behavior can motivate them can motivate them for the work etcetera etcetera similarly.

So, here emotion is also being guided by our cognition that we will discuss later on. So, and when we express it in a desirable way then psychomotor. So, whatever thing we are learning whether it is a social learning whether it is an academic learning whether it is a technical learning or whether it is a any type of learning here all the three domains cognition emotion affective domain as well as the psychomotor domain all these three domains get integrated and work together. So, thing is that how efficiently how perfectly we can blend all these things integrate all these three things perfectly and behave accordingly. So, then it proves the intelligence of that individual.

So, IQ is primarily academic intelligence in terms like as much as whatever intelligence we require for achieving the high score grades understanding the different you know learning domains then the all the academic studies etcetera primarily. EQ is primarily social because knowing ourselves interpersonal social and intrapersonal all these things. So, once academic IQ can help us in getting the scores and knowing the content knowledge all these things, but when we are actually we land up in the workplace then to deal with others to how to and again establish the develop the relationship managing the relationship motivating others working with others dealing with the dealing with others like in especially resolving the conflict and you know dealing with the challenges all these things actually requires the emotional quotient. So, now the components of emotional intelligence as you can see self awareness is a key part of EI that is understanding and self awareness of our own abilities own emotions own expressions. So, that is how and how exactly we can put it in words that is called the emotional literacy like I am feeling whether I am feeling jealousy jealous or envious or angry or inferior what exactly I am feeling right now and for which I am behaving in this way.

So, we have to level it that is called the emotional literacy and you know we can also slowly understand the consequence of these emotions on our behavior on the environment. So, understand the consequences of these emotions and how they may change and shift over time that is how we say that oh this fellow is he is very matured he is very matured and or a person may be immature. That means, they cannot exactly map their own emotion and they do not know how to express it in a different social context. So, on that basis we say that he is emotionally very matured person emotionally immature person or childish person that is that is the thing connotation that we add. Self regulation yes self regulation after understanding

after knowing then we try to control it control in the sense that regulate it how to express when to express how much to express depending on the situation.

So, that means, in this way self regulation as the self regulation develops. So, then it will be it will help us to better manage our emotions and the behaviors as they come along with the time with the time like we when we interact interacting in different situation with the different people and work with different people and etcetera. So, it is kind of you know how to better how to learn how to manage our emotion how to understand other's emotion how to adjust with them how to deal with the challenges how to resolve the conflict all these other things are automatically comes in. Like suppose and suppose for example, often we say that oh he is some people we observe that they are very you know they are reaction less that is very repulsive they do not express themselves they are very you know very suppressed kind of very passive person. There we there we that means, there we say that oh he is too you know too passive too repulsive to that means, the thing is that we cannot easily understand their emotion because these people are not expressive ok.

So, being the actually human being intelligent human being and not only we experience what we have to express also we have to express the emotion. So, that helps us not only knowing ourselves, but also understand that it is a part of social cognition also like whenever we express emotions in different context automatically some impulse some response comes in. And from the from its reactions from the response also we could understand we can whether my behaviors were effective or not my emotions emotional expressions were that means, suitable or not or situation specific or not or whether I have hurt somebody or I have been hurt by somebody because of these behaviors all these things all these nuances of our emotional life comes in. So, that we can better understand how we are behaving and its impact on others and how others behaviors impact behaviors it also affects our emotions. So, this may involve that is that is a gradually slowly also slowly we notice that means, it may involve noticing the difficult emotions like you might have observed in the art movies you know art movies the highly creative highly you know artistic movies where there is how the emotions inner emotions are being expressed either in terms of poems in novels in activities in expressions in acting ok.

So, the slowly that is again emotions emotional content also gets very slowly gives a very complex slowly and steadily as we grow up our emotional content or it of course, it is being influenced by our level of understanding our education our experience our personality attributes all these things are also there. Then slowly and steadily we can also difficult understand the notice and understand the try to understand the difficult emotions and try to reduce then try to reduce our impulsive behavior. So, here emotional experience expressions either we become very reflective that means, we take time in some meetings like in group activities etcetera we take some time decide it think of on it then we express. Whereas, the other person the other person he may be very highly impulsive and quick with quick reaction quick response he can he try to solve it. That means, he does not think of how to express whether it will affect or somebody else somebody others somebody others feeling or emotions or not how should I they do not think of that is a reflective thinking reflective analysis you can say when we express our emotions with reflective thinking and analysis etcetera then it becomes more mature more intelligent behavior rather than the impulsively reacting to any situation.

So, now the motivation is another factor is motivation. Motivation is the internal process we have already discussed about the intrinsic motivation and extrinsic motivation. So, motivation

is a process that stimulates and that directs towards directs of behavior emotions towards achieving the goal. So, with the intrinsic motivation then it motivation is a you can say a booster is a booster is a stimulator in the sense that suppose we that means, we have already that means, we have seen we have experienced certain things and now we have identified that this probably this could be a very good goal. So, again when in order to be involved in order to be engaged in order to be to learn certain things we need to think about it.

So, suppose if you are emotionally intelligent that means, we have picked up the right kind of thing and how strategically to do it achieve it etcetera all these things you know and the motivation especially the intrinsic motivation keeps us that means, internally reminding us prompting us now you go ahead you go ahead do this you go ahead with that things etcetera. So, it is a kind of prompting mechanism inner voice inner you can say you can say calling you can say inner calling to achieve something. So, motivation or always stimulates stimulates our behavior or in emotional the affective domain towards certain activities towards achieving behavior goal oriented behavior etcetera. So, motivation actually it is a it remain true to the goals because it boost strengthens our perseverance our effort our strategic thinking our analytical thinking all kinds of. So, that is a emotional intelligence with high motivation high intrinsic motivation can help an individual to achieve all his personal goals personal goals career goals as well as how to work collaboratively with others in the organizational setup.

So, he is the most effective and intelligent person who can perfectly blend his motivational components and emotional intelligence using the emotional intelligence how can he maintains a balance. Then empathy, empathy is that how do we respond to others emotions how that may how tune to the emotion of others of a person not only you understand how what they are feeling experiencing right now, but also what should be our appropriate behavior reaction response to them. So, here I can say there are two things here why you are emphasizing more on empathy, empathy is completely different from sympathy. Sympathy actually if when we feel that see that come across a person who is actually really in trouble. So, we try to sympathize him. sympathy is superficial, sympathy is superficial whereas, empathy is the real kind of is the actual feeling feeling bad feeling sad feeling actually feeling the same expression same experiences that the other person is experiencing being empathetic.

So, the empathy is being given more priority that tuned on how we have to tuned on our own emotion along with the others whenever we are dealing with the person he is whatever he is experiencing we try to imitate we try to experience the same emotion. So, and it appears to be very genuine it is a genuine emotions genuine expression of and we have to exhibit it show it off through facial expression through body language through you know verbal verbal statements through you know all these things through our body language through our expression and the language then that language all these things. So, we have to express it in a very genuine way authentic way authentic way. So, empathy is more authentic expression of emotions in case of the others whenever they are they are in a particular they are experiencing particular kind of emotional setback or emotional acute in highly intensive emotional experiences in a particular in different situation. Suppose we have we have visited somebody in you know who is in who has been traumatized because of some disaster or maybe the death of some of the close person etcetera how can we respond and how can we respond to and respond to that person the situation handled whole person situation then being kept compassionate to console him to you know motivate him to try to bring him towards the normal situation all these things all our behavioral manifestation of.

So, that is the empathy is very important then thereafter social skills what are the other social

skills he has understanding while dealing with others so, interacting appropriately with others. So, here primarily it is more on relationship building relationship building how can we especially we build up the relations starting from our school days to the workplace things etcetera understanding each other then identifying some people that yes and here also like if you have the like for emotionally intelligent people they identify they choose they pick up the friends or the group mates or the team mates or the co worker or the employees etcetera select it strategically in the sense that first they try to understand their emotion their behavior their characteristics they are all these things then slowly and slowly they move forward to build the relationship. So, here also emotional intelligence works properly to understand others then only move ahead for move forward further building some kind of relationship. And in case of some few people if they are that means, their equations are good they are perfect the network is very strong then that can be that kind of friendship or bonding and can be lifelong also. So, why most that is why emotionally intelligent emotional intelligence important again it is in case of the students also with higher emotional intelligence level.

So, they you know they can actually hear emotional high emotional intelligence can give you some tips some strategies to deal with failure to be how to be how to accept failure how to be sociable how to be self confident how to how to critically evaluate our self himself and change the and change the orientation the strategy towards making our self more competent more confident more things. So, this emotional intelligence in case of academics in case of education actually it teaches the learner teaches the learner to be very strategic very tolerant very resilient and you know very good planner as well planner because now they can easily deal with the failure. They have the tolerance they are they are tolerance to face the adversities in the situation they are resilient they are positive and optimist. And so, that they can from time to time they want to cope up with the new situation new demands of the learning situation etcetera slowly and steadily they make a progress and they ultimately they become successful. So, the studies have also shown that emotional intelligence can help the students develop the social relationship in the schools and positively impact their academic performance. Maybe that in case in case in this situation the learner is not a very highly IQ person or highly intelligent person, but maybe with average intelligence some people become very successful because of their emotional intelligence because they accept them self well they understand them self well their interpersonal intelligence is high then slowly and steadily taking the guidance of others they are discussing with the seniors and they are taking their suggestion and evaluating reflecting on their own behavior is slow they make a slow progress slow progress accept all the hurdles all the challenges accept their own pros and cons then move ahead accordingly.

So, that strategically slowly steadily they move ahead and to achieve their goal. So, that is a they ultimately in the long run they become more successful. So, work related outcomes also like job satisfaction you know especially the relationship with a with a with the employer or with the colleagues or the co workers etcetera. So, it also gives us a kind of give them a kind of psychological health and well being that is mental satisfaction when your job satisfaction is there your relationship in the workplace is also very good there then automatically you become the happy person happy person. So, it also takes care of the psychological health and well being even the physical health also.

So, social relationship teamwork management skill all these are the factors that comes under the social skill. So, these are some of the signs of the emotional intelligence as you can see identity ability to identify all these whatever you are think ability to identify the feelings awareness of the personal strengths weaknesses slowly building the confidence self confidence

self acceptance and how to deal with the failures how to embrace the change how to you know it also slowly it becomes it brings some kind of curiosity among the learners to you know to explore the new opportunities new things to meet more people to learn something about them feeling and how to develop the you know and even feeling empathetic towards others sensitivity towards others feelings very courteous very caring accepting all the responsibilities and even if you when they commit any kind of mistake they accept their own responsibility ability to manage the emotion even in the difficult situation most adverse situation become being the resilient worker being a resilient student being an optimist person positive person they can deal with all these things. Now, in the next class we will continue with other things. Thank you very much.