

## Psychology of Learning

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Lecture – 27

### Emotional Intelligence and Learning (Contd.)

Hello viewers, welcome back to this NPTEL course on the psychology of learning. In the last class, we were discussing about emotional intelligence, its definitions and as given by the different theories. So, to come to this topic again. So, now, we will discuss about the advantages of developing the emotional intelligence. So, here I want to say that emotional intelligence is a learnable component. It can be developed at any stage of our life. So, it is that means, yes definitely the child is born with some emotional traits some temperament, but the emotional intelligence can be developed can be learned at any point any stage of our life.

So, emotional intelligence is you can say learnable. It is a learning ability. It can be developed at any stage. So, now, let us see what are the advantages of developing the emotional intelligence. So, thing is that being able to accept the self-criticism and responsibility like for example, when it comes to that means, when we are being evaluated by others either in the classroom or in the workplace when we are being evaluated we are being criticized that means, criticized by others etcetera. So, but we must have the courage courage and we must be very tolerant about accepting this criticism and take and also take the responsibility of our you know of our mistakes or the failures etcetera.

So, here we can say that is that in emotional intelligence it enhances like it enhances our ability our skills to how to accept feedback, critical feedback social criticism and take the responsibility for any for any fault at our end. So, being able to move on after making a mistake like for example, if it is the it is a mistake at our end we must that means, the emotional intelligent person should accept it that yes acknowledge it accept that yes it is the mistake at my end, but and at the same time he would like to he would make an attempt to you know to modify it to modify the bear accept the mistake and try to change it try to accept it and try to find out go for a better solution. So, and suppose for example, in the in the even in the workplace also when we are overburdened with so many works, but as because you know some people they cannot say no to their boss or the seniors or like this. So, here I just say that means, they are being victimized with overburdened stress overburdened workload etcetera. So, being able to say no to others when it is required when it is high time when we you cannot you are not being able to deal with take on anymore and, but you have the you know you do not either you dare to say no.

So, that is also a part of emotional intelligence that means, knowing how to say no to others when it is beyond your capacity sharing then being able to share our feeling with others yes sharing, sharing again it is a part of the social cognition like some people are you know some people are very secretive very you know very they want to maintain all their confidential etcetera. They do not even though they mingling with others, but they try to you know confide their own secrets their own secrets they do not want to share it. So, but again it is a social

cognition because how much do you want to share with others how much information feeling your emotions your secrets you want to share with others that is up to you, but in order to strengthen the relationship a bonding. So, again you have to optimize it you have to optimize it and sometimes some people are very free enough to share their feeling with others ok and being able to solve the problems in ways that that work for everyone. So, like for example, if you are team leader and you are dealing with some task some task task and where you have been assigned the responsibility of taking the decision and execute the things.

So, at the at the same time when it the decision making comes in you have to think twice before taking any final decision because how it is going to affect others behavior their performances their their achievement etcetera that you have to think of twice before making any decision. So, here solving the problems in such a way that it is it is mutually acceptable it is consensus it is it is not damaging for others it works for everybody. So, having empathy for others other people like what are the things they are experiencing the problems that troubles the challenges and they are they are you know setbacks in their life maybe personal financial emotional whatever to deal with it to empathize them and then to encourage them to have courage to have the positive spirit to deal with it. Listening thing yes for this you know we need to have a very great listening skill. So, that is a it is said that once you the employer the boss listens to the subordinates' statements or their experiences listens calmly and quietly listens to them.

That means, it resolves most of the problems. Why? Because while you are actively listening to somebody's feeling somebody's information statements his experiences his narrating. So, here the thing is not only you are giving him attention, but you are also giving a sense of feeling to the person that you the person the person in my front in front my boss my boss my superior my team manager team manager really is very really is you know caring very much caring in the sense that he cares for my feelings my problems my issues also he is very caring and so, that itself that feeling itself you know resolves most of the most of the dilemmas and conflicts. So, this kind of active listening actually it is again it is a body language it is a it is a signal of positive relationship. So, in this process also it helps in building the trust building the trust in relationships. So, knowing what why we are do we do the things that we do like for example, it is an that means, you whatever we are doing take decisions or activities or whatever we are doing we must we we know it thoroughly that yes these are the reasons for what we are actually doing it or we are following these strategies.

So, not being judgmental to others not being non-judgmental and not being judgmental not being non-judgmental in the sense that in the face at in the in the first case of the initial stage or in the in face of anybody. So, first encounter first visit to the thing we should not judge the person because maybe that because being that is called the non-judgmental because non-judgmental being non-judgmental means we do not have any you know we are not very sure why should we form any bias against somebody we do not try to you know be very critical about the person on the very outset. So, that is a being non-judgmental you think that take some take some time give some time to the relationship try to understand know each other. So, that is called because being judgmental means it also creates some kind of bias also and that bias may also affect the human relationship and working work workplace relationship even academic performance also. So, these are the things you can say here emotional intelligence as you know personal competencies for the individual needs to develop to deal with his or her own emotions problems issues and the social competence to deal with others.

So, personal competence as you can see recognition that is self-awareness, recognition

recognizing our own potentialities our pros and cons our own emotion very often we are we are experiencing awareness of our own emotional state how to build up the sense confidence recognize how our behavior impacts others like you know how your behavior impacts others like our and what is the degree of social acceptance our social behavioral social acceptance paying attention to how others influence your emotional state like many such cases you know if the person is very emotional, but very simple very emotional, but very simple and very you know you can say impulsive or very expressive on the outset. So, others what happens if they understand if they you know some people can also blackmail you blackmail you in the sense that by you know by giving you some wrong information by you know misguiding you misleading you taking the advantage of your innocence or the you know impulsiveness or soft emotions that you are experiencing. So, these are the self-awareness whatever you are saying you are feeling we must have sufficient information reasoning logic for whatever we are dealing with and experiencing. So, and we must be very we must be very clear about whatever we are doing we are feeling at the moment self-management after knowing our self developing the self-awareness then only we can manage our self that self-management like for example, keeping disruptive emotions and impulse suppose randomly suppose we have encountered we have come across some kind of you know chaotic situation some kind of conflict some part hyper you know hyperintense things etcetera, but again how to take control of all these you know all these impulsive moments and the events etcetera that is you have to have the control over our emotion that is a checking the our own impulse not you know over instantly overreacting or responding to situation acting in congruence with other values. Like suppose we are a part of the team member we are we are working in the workplace or we are a where in the classroom etcetera we must respond to the other things, but congruence is that knowing that what are the other what is the standard protocol what are the standard value of values and the code of code of conduct ethical standard etcetera of this institution accordingly I must I must act or react or respond.

So, acting in congruence with in line with your values with your values as well as the workplace of the organizational values. Handling the change flexibly pursuing the goals opportunities despite obstacles and setbacks that is here again intrinsic motivation how it we can recharge our intrinsic motivation to achieve the goal etcetera, but all these are at the individual level personal level and the social level as you can see social awareness that picking up the picking up the mood in the environment in the classroom in the workplace I so, and caring what others are going through doing through. So, caring for others not to disturb others not to hurt others not to you know not to waste some things some resources of others all these that means, caring and sharing all these kind of things then hearing what other person is seeing that is here again active listening active listening takes place in the especially in the group context in the social context this is very important that is the creating the social awareness how my behavior is going to affect others and what others are viewing and feeling about me. So, especially in the workplace context and in the classroom context also. So, the relationship management building relationship welcoming the freshest novice person new employees and you know establishing rapport building establishing the bonds rapport building clearing clearly expressing the organizational vision mission goals handling the conflict effectively and you know how to promote express the ideas organizational ideas or the company ideas expressing the ideas and information you know in a very lucid way in a very that means, effective way then yes definitely for this also communication skill is effective communication skill is very important using the sensitivity to another person feeling empathy, empathy managing the interaction successfully all this.

So, here emotions primarily you might have observed in marketing in marketing organizations

in the marketing area actually emotion plays a very important role. So, that is why you know you might have observed in all these advertisements or in the in the consumer goods section or in the marketing division how to you know how to strategically actually the marketing people the advertising people. So, they try to capture the you know capture the emotions of you know of the customers and how to you know how to persuade them how to persuade them towards the you know towards the benefits of benefits of you know purchasing certain products. So, that means, they try to of course, in some cases it is very it is actually it is a you know it is more kind of you know goal oriented object oriented for the marketing purpose or the for the company's benefit etcetera. But actually they highlight focus more on the on regulating the emotion of the customers and how through the emotion by using their emotions creating an empathetic response behavioral pattern how can they persuade them for target for fulfilling their own marketing targets.

So, here primarily jobs like you know jobs like receptionist, receptionist, then the hotel management, then the you know hotel management, receptionist, even the flight attendants, the you know flight attendants and health management and hospitality management all these things where the that means, the relationship and the relationship the human welcoming that means, welcoming the customers the primarily the business stands on the customers or the consumers acceptance their positive opinion in that situation actually this emotional intelligence plays very very important role. So, research suggests that the four again in that intensity of emotion again yes saying yes no and again narrating it. So, what is there are different steps of understanding the emotion and perceive them accurately because as we grow of as we become our intellectual growth takes place our cognitive complexity also increases our cognitive reframing cognitive structure becomes more complex etcetera automatically emotional intelligence also be improved will be more developed more matured in order to understand these kind of things. So, perceiving emotions in the beginning first step is where that means, again it is also inductive it is also sequential the emotional intelligence also and development experience in sequential way. First is perceiving emotion that is understanding emotion and to perceive them accurately understanding the non verbal signal again to complement our emotional intelligence again to understand the non verbal signals that is often we say that and are not just body language some kind of you know sixth and when we say that some our sixth sense we once the once we are very observant very observant and very always we will monitor we look into the body language and you know practice it that means, whatever we are assuming actually it happens actually it is authentic or not actually the person behaves or not.

So, we constantly we map it. So, usually like for example, usually it happens in case of a leader or the new boss to the boss or manager to the company to the team etcetera. So, constantly the leader is being evaluated observed evaluated knowingly or unknowingly is being monitored and evaluated constantly by the followers by the fans or by the team members. So, in this we are not just we are observing that whatever he is saying or we are saying or giving the directions and direction etcetera, but his non verbal things also like the body signal body body non verbal body languages and facial expressions behavioral mannerisms all these things. So, then to reason with the emotion then after observing it to promote thinking to bring the to bring the clarity.

So, then we reason we reasoning with the emotion like we try to interpret it in logical way it has we when we label it we try to interpret in a logical way because it has it is probably this could be the possible feeling this could be the possible like a feeling of that person as because he is he has behaved in such and such way. So, we try to interpret it in a logical way with

reasoning that is to promote the thinking. When we try to understand the complex emotion emotional expressions or individuals you know any kind of individuals narrative expressions narratives. So, that is to promote thinking and the cognitive activity. So, here cognitive activity that is understanding what is the depth and actual meaning of the piece of expression maybe like when we interpret the artistic movies the art movies or you know very creative creative literature some novel some very you know painting all these things.

So, to it is that means, here to reason with emotion that is cognitive components blended with the emotion that is to promote thinking and all the reasoning activity in the cognitive activity. Then emotions also help the prioritize what we pay attention to and react to. So, if anything anything which is attached to attached with some positive emotions automatically we attend to it automatically we attend to we respond emotionally to things that garner our attention. So, a garner our attention that is a we always say that being positive being being positive means always all of everybody loves to be happy and also look for the happy moments etcetera. But if we that means, if when we get distracted by some kind of negative event some accidents some tragic event some kind of panic situation then we try to understand here here again another emotion our empathy we try to understand the whole situation try to realize what are the experiences emotional experiences that the people might have gone through what are they experiencing at the moment here the social skill of empathy develops slowly.

So, being empathetic that means, being how that means, how intensely we can also feel you can also experience what is the difficulties what is the level of difficulties of pain that the people are going through. Then emotions help prioritize what we are again suppose when we come across so many things and again depending on our emotional experiences and other things we also prioritize the goals which we if you have the four five targets and the goals and as per the emotionally emotional attachment that when how positively whether we like it or not like it do not like it then on the basis of that we prioritize our task. So, understanding emotions that is to carry a variety wide variety of meanings understanding emotions like interpreting the same emotion in different ways. So, understanding the wide variety of meanings of different types of emotions and what could be the possible reason of that emotional particular kind of experience emotions. Managing emotions the managing emotions effectively like for example, as because it is a very crucial component to deal with the complex situation to deal with the setbacks to deal with any kind of you know any kind of problem that we are facing any kind of of that means, disaster.

So, to manage the emotion suppose we land up in a situation which is very critical very painful very troublesome etcetera how to deal with that that situation. So, to how to come out in order to come out and come back to the normal situation we have to have the patience tolerance and so, then then only we have we have to control our emotions because because here then that is the movement actually where we can think rationally we can think rationally we can think that means, reasonably rationally actively and try to find out the solutions with a cool mind with a with a neutral you know state of affairs that is we have we have to control our emotions. So, there the emotional intelligence plays a very important role regulating the emotions and responding appropriately as well as responding to the emotion of others like in that critical situation tensed situation stressful situation panic situation how to take control of our own emotions again how to manage that emotion regulate our emotion and respond effectively to others emotion in that particular situation. So, now there are different theories and models like primarily trait theories are there some kind of personality trait theories of emotions like depending on the personality attributes and ability theories are also there just briefly we will discuss some of the important theories here. So, cognitive so, here also general intelligence

consists of not just cognitive intelligence, but emotional intelligence and make up the personal.

So, when we talk about somebody's personality is the definition of the personality individual's personality is definitely is the product of product outcome of in the process of socialization along with his academic background then the home environment nourishment nurturance environmental enrichment whatever you think the personality of an individual is the outcome and result of whatever or whatever he has learned he has come across all throughout his life in the process of socialization in the process of learning in the process of experiences in the process of observation. So, many things so, we can that is the that is why we define the individual's personality when then he is a very happy go lucky person he is a very you know very you know very difficult person when he is a very arrogant person when he very goes when we label certain people are like in this way that means, we try to identify or try to put a level to the type of the person he is. So, that make up his personality. So, personality actually is the combination of psychophysical trait of the individual. Psychophysical trait he has some psychological physical trait definitely his body structure his color his height all these thing and psychophysical.

Psychologically his intelligence level his emotional level his behavioral manifestation of these things all these things. So, psychophysical so, here we are talking about the psychophysical trait of a combination a group of psychophysical trait of the individual which constitutes his personality. So, so, as so, in personality both the individual's cognitive intelligence as well as emotional intelligence actually functions are matters a lot in determining that personality. So, just like the cognitive intelligence emotional intelligence is also very difficult to define you know. So, like just for example, this actors the actors they are playing in the movies in the shows in the things etcetera.

So, they try to replicate, they try to get into the character of the particular role get into that and try to understand realize what experience that character might have gone through and try to exhibit express it. There is a most difficult person we may not be that is all the actors we may not be all of us. We cannot be very good actors because in order to experience something and reflect or express it in the same way it is very difficult. So, so, it is emotional intelligence equally difficult. So, like the cognitive intelligence it is also equally difficult. So, it is a very complex concept and it also includes several dimensions like our you know our abilities to understand others understanding abilities you know our own characteristics our competencies our skills all kinds of even our you know value system also moral values also you know.

So, all it refers to the field of human nature actually. So, human nature human nature of cognitive potentialities of the individual personality is behavior his emotional traits all these things. So, some of the theoretical models are also based on this all this personality of the person. So, these are some of the things recognizing these are the things how to manage self and manage self manage self others how to develop whatever you are thing. Now, let us discuss about the theory some of the theories.

So, this is a you know this is a theory being given by Gardner. Gardner's multiple intelligence theory is there. So, it is a given by the Gardner in 2011. So, again here actually by combining this interpersonal and intrapersonal interpersonal that means, social skills and the intrapersonal that is managing self managing self by combining these two concepts and taking into account the constructs of emotional intelligence ability models and the trait models model. So, he has developed he has developed this pyramid.

So, in this pyramid that means, how the emotional intelligence develops from the individual level to the social level. So, in Maslow's theory we have discussed about need hierarchy similarly it is the hierarchical model of emotions emotional intelligence pyramid. It has and the Gardner they have he has developed this pyramid combining all the aspects of emotional theories ability models trait models interpersonal intelligence interpersonal things all these things putting together. So, to start with emotional stimuli and now these are the nine layer it is nine layer pyramid through which we can understand how we understand how emotional intelligence develops. Starting with emotional stimuli emotional regulations perception, expression of emotions slowly then self awareness how do we develop the self awareness self management from this self again we move on to the ladder of social awareness empathy and empathy the discrimination of emotions etcetera.

Then develop try to adopt learn new social skills expertise in expertise in emotions etcetera. Then after that the universality of the emotions self actualization stage when we reach the self actualization stage that means, we we try to understand we understand that what are the some of the what are the some of the emotional expressions are there which are universal which are universal in case of every citizen across the globe. So, universality is of some emotions like love care empathy these are some universalized emotions emotional expressions and that we could realize that this is that actually it is available everywhere across the globe. So, these are some universal emotional expressions and we try to adopt it whenever whenever we visit a new country we meet a new person etcetera. So, that is the universality of some of the basic emotions and the self actualization.

Then thereafter some transcendental transcendence beyond this mundane life they would be above that and then that is the emotional unity emotional unity. So, these are this is the hierarchical pyramid developed by Gardner combining all the different models of you know emotional intelligence ability model and the trait model and taking into account the interpersonal and interpersonal intelligence. So, now, this is so, here you can say the emotional intelligence can play a larger role when we are in conversation with others or conversation because some people are very you know very intelligent very efficient in you know establishing the relationship in the when they are even though they have started just the conversation with a new person if they with a stranger with a stranger just few few days back or few hours back. So, they can go on with the conversation without hurting others you know feelings. So, they can manage their feeling manage their own emotion whenever they are feeling stressed.

So, they again they can work on improving the relationship with others they can very well resolve the conflict because here when especially in case of the conflicts can be different types of conflicts conflict, but when it is relation or relationship oriented related conflict that conflict work related conflict can be resolved process related conflict can be resolved, but when the relationship based relationship conflict is there like which relates over the conflict arises because from the work from the relationship working relationship from a with our colleagues with our friends etcetera that is become very critical. So, how to resolve that relationship conflict or conflict arise out of the confusions or the dilemma or the clash of personalities or whatever may be the things because of the and it affects the relationship that is called the relationship oriented conflict. So, how to resolve it that is again then coaching and motivating others because you know emotional intelligence also plays a very important role in motivation motivating others self motivation as well as the motivating others creating a collaborative environment. So, there are important theories in Mayer and Salovey's Mayer and Salovey's integrative emotional intelligence model. A Mayer and Salovey's integrated integrative how

these things are integrated integrative emotional intelligence model it comprises comprises of the four connected emotional abilities that is the abilities that is the perception and expression of emotion noticing our own emotion emotions of others then distinguishing and like when we behave we respond we react and how when we observe others are responding to that similar kind of emotion we try to compare it and distinguish it that is the perception and expression of emotion.

Then using the emotion to facilitate thought how emotions how to incorporate emotion into our thinking process. So, that emotions can be very helpful for reasoning out the whole thing analyzing the whole thing then understanding and analyzing the emotions like how to the capacity actually to analyze to decode the emotion to find out the find out the basic level reasons that cause and effect relationship the etiological factors and how to interpret it in through its meaning all these kind and how it changes the meaning changes over the time that is understanding and analyzing emotion as the concepts as the statements as the content. Then reflective regulation of emotions that is ability to regulate our own behavior own emotions and the emotion of others to facilitate the growth and inside like in the workplace or even in the educational environment also when and not only we are able to control and regulate our own emotion, but whenever we see we see that we observe that somebody else is you know maybe our friend somebody else is behaving randomly you know neurotically or you know chaotically etcetera. We can also soothing him out sympathize empathize him and kind guide him can motivate him and so, that the to facilitate the process of you know growth and insight and learning together all these things. So, another theory is also there. Bar-Ons model of social human intelligence and this is Bar-Ons model actually states that emotion EQ is the combination of competence, skills and the facilitators that contribute how the people express themselves respond to the challenges in the environment.

So, Bar-Ons mixed model says that EQ is a combination of competencies skills and it acts as a facilitator. Facilitator to contribute significantly towards people's life, people's improvement in their self expression and maybe in how they respond to the challenges and to the environment and in how they connect with others, how they establish the networks etcetera. So, Bar-Ons suggest that the 10 distinct components that provide the scaffolding of the emotionally and socially intelligent behavior. So, there are 10 distinct components if we can try it out in our behavior then we can scaffold learning, emotionally and socially intelligent behaviors. So, those 10 different components we will discuss in the next class. Thank you very much.