

Psychology of Learning

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Lecture – 28

Emotional Intelligence and Learning (Contd.)

Hello viewers, welcome back to this NPTEL course on the Psychology of Learning. So, in the last class we were discussing about various theories of emotional intelligence. And let us find out what are the key components that attributes significantly towards emotional intelligence. So, as you can see these are some of the attributes personality attributes component like which contributes significantly towards the emotional intelligence development. Like you know all of us have, as we have already discussed self-regard that is self-respect, emotional awareness about our own emotion about others' assertiveness.

Assertiveness like for example, we have said that now learning how to say 'no'. So, if you are not able to cope up with the workload then we must say something like no to our seniors our managers etcetera. So, that is assertiveness whatever we believe in strongly we have to be very much vocal in this in this regard. So, assertiveness, empathy definitely definitely that means, it is not sympathy.

Empathy means like getting into the shoes of other person and feeling and showing the feeling and the same thing whatever emotional experience is going through and empathizing in interpersonal relationship it is more of you know one to one one to many relationship both at the home at in the friend circle in the classroom as well as in the workplace. Stress tolerance how much you know how much emotionally intelligent we are to tolerate stress in the sense that our adaptability our resilience our you know our you know cognitive strength mental strength to deal with all this stress and how to and to analyze the factors causing stress and how to resolve it etcetera. Impulse control we have to be reflective analyze everything and reflect being reflective we have to find out the reason way out of the solutions that is impulse control not to be very hyper or not to be very hyperactive and impulsive. Then reality testing how to check how to verify the real actual reality factors reality testing. So, some of the factors are which are there inherent in some situations we have to identify to verify whether this is authentic or not this is fake or it is valuable or not that is the thing and flexibility.

Flexibility means is the dynamicity how dynamic we are in dealing with the situations dealing with the factors stress related or work related factors dealing with others behavior. So, flexibility and dynamicity that means, we should not be you should not have some rigid mindset that means, very stubbornness very strong mindedness or. So, rather flexibility is in terms of dynamicity in terms open mindedness in terms of perceiving other's perspective trying to understand it all these things and problem solving you know it is more of practical intelligence how to resolve the problems identify the factors causal factors of the problems and how to resolve it how to again problem solving also takes place in the phase way in the stage wise way you know starting from starting with the preparation stage to at the end evaluation and execution of that or the implementation of that solution. Then self actualization that we have

already studied in Maslow's higher need hierarchy theory. Self actualization is the topmost highest level of your known level of individual's motivation or you can say the cognitive potentialities.

So, as cognition and emotion are very much integrated well embedded in our system. So, self actualization when we reach at the stage of self actualization means we do not think of our own interest our own that means, own personal interest or own prestige status we become people oriented we become the global citizen we become that means, we think of others we think of your known global well being we think for community development. So, we think for others. So, and in that in that context all the self actualization that means, we get immense satisfaction by serving others by helping out others by thinking of thinking for getting the solution for the global problems. So, self actualization you can say the highest level where both the cognition and high level of cognition cognitive intelligence and emotional intelligence get integrated blended with.

Independence that means, we are not dependent even though being the social animal we are we are related to others, but not to be dependent interrelationship management interpersonal relationship all these are things, but the independence means we are self sufficient to some extent that we do not need we do not depend on others for our day to day activities as a social responsibilities like you know being a social being a part of the society being a part of the community you must take up some responsibility for resolving mitigating the social problems social issues etcetera. So, we are not saying that is optimism that is the being hopeful being positive being hopeful, but here I want to say that optimism is being positive being hopeful it is ok, but sometimes by overlooking the or overestimating our self like false optimism without verifying the factors causal factors, etiological factors of failure disaster or whatever if we just in the in fake that means, superficial level would become very positive or show off that positive attitude towards others and the create the generate the hope among others, but that false optimism is not going to help us it has to be realistic it has to be authentic it has to be deep rooted in the sense that deep rooted and based on the ground reality ok that is optimism being positive being hopeful.

So, that we can try it again to resolve the issues and happiness and all these factors are and happiness been state of you know state of being in a state of being in a state in a in a mind set in the that means, we are happy even if we are happy that means, in the sense that we are normally we are happy that means, because we do not have so many wishes to fulfil we do not have we are not so, you know carried away with our goals. So, we are not yes we are every individual is having some goals and ambitions it is ok, but being impatient being impulsive being aggressive being in a hurry actually causes unhappiness or restlessness or all kinds of negative attitude. So, that is that without being bothered about the other mundane factors other factors. So, we need to be very happy that means, in that maintaining a cool state of mind. So, that we can think of positively and creatively.

So, all these are originally considered to be the components of EQ emotional quotient and were later reframed as the facilitators in according to the Bar-On theory. So, these factors are related to emotional quotient, but later on it has been converted let us to facilitate emotional intelligence these are the facilitators ok. Now, we will discuss about the Daniel Goleman's theory of EQ.

So, Daniel Goleman says that offers a broad conceptualization EQ ability like the you know self control that is self skills individual skills self control self zeal persistence ability to motivate in oneself that is intrinsic motivation ability to identify our own emotional experiences

then to level it to monitor it to regulate it or control it all these are. So, how much time how much energy how much effort we are devoting to our self to understand our own emotional experiences and analyze it assess it and regulate it.

So, Goleman in 2001 proposed the EQ and provide the sign of individual's potential for developing emotional competencies. So, here from emotional intelligence to we can move on towards developing certain competencies it is not just I mean it is beyond practical skills not just skills to manage it, but skills with a cognition. So, that is called the emotional competencies. So, how you EQ individuals potential is can move on can be developed to develop to attain to acquire the emotional competency that some of the practical skills that can help us in the workplace that is the for thriving the work thriving in the workplace or we can say being adopting to the work environment taking off the workload all these things. So, his original theory actually mapped intelligence into the 5 key domains key domains these are the knowing our knowing your own emotion like our own emotions, managing our emotion motivating oneself, recognizing emotions of others and handling the relationship that is knowing our self skills self skills and social skills.

Social skills when it we understand others and trying to manage our handle our relationship social relationship that is the social skills. So, here emotional intelligence is actually it is widely celebrated as the valuable commodity because it can predict the outcomes that we care about like. Why emotional intelligence is such a valuable commodity component and ability? Because it can help us in academic performance in it can help us in even psychological adjustment like suppose we are we are doing we are we are an employee of we are working with the organization like the health sector or you can say the hospitality sector where there is a lot of pressure lot of pressure because pressure to satisfy our customers satisfy our consumers. So, in the environment where we are working of or where working in the especially in the service industry. So, we have to face a lot of lot of workload lot of you know pressure to satisfy our customers, satisfy our stakeholders, satisfy our you know our agents our patients. So, there we may be in the mean we may face lot of psychological pressures.

So, for psychological adjustment also we need high emotional intelligence and also to deal with the workplace pressures workplace success. That means, the thing is that how to adopt our self to deal with the workload work pressure and moreover other issues you know other issues some of the cultural factors some of the you know some of the internal factors some of the communication factors so many other issues are also there. So, for which the we may face some work related stress, but how to deal with that. So, here emotional intelligence implications applications are lot that is why that is why it is considered as a very valuable commodity very valuable component or we can say emotional competence psychological attribute which can help us in various fields in starting from academics to your hospitality sector service sector to the workplace as well. So, now we will go so, here EI can be developed at any stage of life as we have already discussed EI is a learnable ability is there is a it can be it is can be developed it can be learned at any point of life any stage of life.

It is no critical period for that though he has he has already grown up and he cannot develop this you know it is not like that. Unlike other you can say the psychological you know cognitive intellectual cognitive theorist component of the some basic intellectual ability which is inherited determined by our DNA and maybe for different kinds of abilities also there are developmental psychologists have said that some of the critical periods are there where it takes place development takes place maximally unlike all these things emotional intelligence can be developed at any point of life. So, how here therefore, how what would be the strategy to

improve the oneself awareness it can be developed either by knowing by observing by learning or by putting self effort that can in that way also we can learn and moreover we can also develop it through training also through proper training. So, strategies what are the strategies that we can develop for enhancing our own self awareness one is the constructive feedback always we must seek the feedback from others from the peers from the seniors from the from the parents. So, very often if we engage our self in getting the feedback constructive feedback positive feedback then definitely it is going to help us in exploring or in reflecting on our own performance.

Journal of one's thoughts and feelings suppose we are feeling something some some some you know very curious or some overwhelmed with some kind of some kind of passionate thought some kind of you know very you can say very good feeling or maybe that we are very down with some kind of you know some kind of we can repentance or conflict or guilt. So, we must pen it down. So, we must pen it down. So, that also helps us in releasing some of our stress factors and and to and when we go through it again we can find out where the flaw lies or how can we make up it or how can we recover it how can we come back or modify this kind of behavior. Then practice mindfulness trying the meditation mindfulness meditation mindfulness yoga these things are now this is these are very important for you know for the for all these learning abilities for the mental peace mental having the mental positive mental health all kinds of things.

As mindfulness is that mindfulness is primary mindfulness primarily anybody can practice is in the sense that mindfulness to be present at the moment without judging anything like being at peace being focusing concentrating on some point or something like being at peace by being staying mindfully silently without judging without evaluating just feeling the moment ok that is the. So, similarly from mindfulness to meditation can be done different kinds of yogas are there yogas asanas there are there mudras are there to where we can also that is it is a way of controlling our breathing exercises controlling our mind and breathing breathing exercise that has the immense implication for our mental health because with the breathing exercises as we take on as we inhale more of oxygen and to retain it that can also bring the changes in our biological structure of the brain. So, breathing exercises concentration focus of attention all these things gets enhanced improved through these mindfulness meditation and yoga activities. Paying the careful attention to one's thoughts and emotions suppose for example, we every moment every day every moment we are coming across lot of lot of not just lot of stimuli in the environment lot of thoughts also lot of thoughts many thoughts instantly randomly which we cannot which we cannot stop it control it unless and until we are in this we are sleeping. So, how to control this random thoughts how to so, whatever is coming to our mind we must be very careful.

So, that is why we say that how to develop positive attitude positive attitude that means, we have to build we have to develop a you know develop a nature of the thinking positive develop it and at least do have to make the conscious effort of only thinking of positive thoughts positive thoughts positive thoughts and for boosting that positive thoughts we can also practice some you know some exercises we can also listen to good music some spiritual song some anything. So, we can also create the environment which can strengthen this positive thoughts. So, pursue one's passion and do what makes you happy. So, for that only as because we should not engage our mind in in the negative thoughts negative activity always like for example, it is a common saying that idle mind devil's workshop. So, how to engage our self in a very positive way.

So, we can also pursue our hobbies some constructive habits developing or engaging our energy and thoughts in the positive way on the positive way different paintings writing so, many other things. So, learn new skills and set the goals for oneself. So, from time to time also again from time to time we have to upskill ourselves we may we cannot be complacent that “oh I have read on a learned enough I have read enough I have done enough and now it is time to rest.” No there is no point of resting. Resting does not mean that you will just you will just waste your time and just defocus yourself from or maybe that that create a kind of passivity that create a kind of hopelessness that create a kind of laziness. And you know all this laziness and all these kind of negative thought that all these kind of situation can create the negative thoughts how to say that is where we have to update our self not just updating does not mean only with mobile technology with social networking not only that, but in other skills also there are so, many things.

So, many things are happening in and around we must be well aware of all these things. So, accordingly we must up skill our self and learn certain new skills to change the direction to change our activity. So, even if the person is retired even if the person is has taken leave from the his permanent job, but he can better he can do a second career he can follow up or pursue a new career he can do he can reset his career goal he can reset his personal goal and try something else. So, most of the people after completion of the their jobs and services they ventured into entrepreneurship, they ventured into social activities, they ventured into artistic activities, passion, passionate artistic things. So, they used to you know serve the people serve the people and that means, downtrodden people, disadvantaged people.

So, that also give them a kind of meaningful life. So, reflect on one's experiences and to be grateful and when we reflect every moment we should reflect on our experiences even if we have had some traumatic experiences, but we when we will analyze it definitely we will find out that in this kind of from this kind of events what I have actually learned and how course that actually prepared us for facing a lot of lot many more problems in future. So, that actually enhances our competencies that actually makes us more robust more strong. Use of the positive self talk self positive self talk is a kind of you know self advocacy. So, self advocacy whatever we would like to do.

So, some primarily measure most of the also we think silently, but we can also be very vocal about you know what I want to do, what are my aspirations and how do I advocate myself that self talking self positive self talking to ourselves. That means, the pathways in which I should I should move on the goals I have set for myself and how to achieve those goals all these thing whatever the planning things we can also vocally we can also vocally or self talk ourselves.

Then work on the building a growth mindset yes growth mindset is always moving towards the positive. Even if we see something as a positive is happening in somebody's life, if something is even appreciating all the positive appreciating then caring for others, then you know taking positively even if it happens in case of others that is a growth mindset being open minded. And we can also inculcate this kind of attributes like you know helping out others appreciation of others, encouraging others, mentoring others, coaching others, helping out others these kind of attribute when we practice this kind of things automatically it gives us a kind of positive mindset.

And positive mindset is more of growth mindset, it will take us towards the improvement towards the development towards the growth. And as opposite to growth mindset you know it is the you can say deficiency mindset. Deficiency means deprived mindset those always think

of all the things that they do not enjoy what they have gained, what they have achieved rather they all just always just you know grumble for the deficiency that what they could not achieve all this that is the deficient mindset ok. The strategies to improve oneself regulation yes. So, as because every moment we will be watching, evaluating our self, reflecting on our own behavior, its impact on others etcetera.

So, we have a we usually keep a constant watch on our own activities, on our own thought, on our own behavior. So, that can also help us in regulating our own behavior, own thoughts and changing accordingly changing or adjusting the timeline, adjusting our work schedule and all these things. So, in that way we can also develop self regulation. Look at the challenges as the opportunities, the moment we face any big challenge that troublesome work we always you know scared we get scared no no its not actually that thing. Yes, it is an opportunity it is an opportunity to learn something new and it is an opportunity to prove our self ok.

So, this is again positive mindset. So, being mindful of thoughts and feelings. So, whatever we are feeling at the moment we must analyze whether I am feeling neutral normal its ok. If I am upset then for what I am I am getting upset. So, I have to final analyze it. So, this mindful of the thoughts what is coming to my mind in which direction I am moving on what I am thinking what I am feeling that is to be a watchful to very watchful of our own thoughts feelings and actions.

And build that build distress and anxiety tolerance skills. Yes, we have to develop anxiety tolerance skills that is the stress tolerance skills. You know we have already discussed about the positive stress and the negative stress. Positive stress is that you stress that is up to certain level certain degree of anxiety or stress is very functional positive, but we must assess that optimal what is the optimal level of stress what is the optimal level of anxiety that can boost that can energize us. And we must be very alert about not to cross not to exceed that optimum level.

So, that is that in that way we can we can you can develop stress tolerance skills anxiety tolerance skill. So, then work on accepting the reflections and emotions find with the ways to manage the difficult emotion difficult emotions. So, for example, in day to day life in work place in different situation we come often come across some difficult emotions may be we face in a in a group activity in it in the group setup etcetera, but how to deal with that. So, for that you know we need some effective communication skill, effective social skill and we must recognize how to respond how to you know that is all these emotional regulation emotional learning emotion how to regulate and how to express our emotions in an effective way in a socially desirable way. So, how should we respond in when we were in the personal or private sphere how should we how should we deal with it and in the public sphere in the social setup how to deal with that.

So, in this way cognitive reframing you know cognitive reframing we have already learned you know restructuring our thought process cognitive reframing to change the emotional response and thought pattern. Like for example, as because we feel often we observe that some people are very you know very vulnerable very you know emotional because with silly silly mistakes with silly things they get upset they cry start crying, but this is that means, that means, they are immature that actually they are immature. So, how to strengthen how to change our cognitive framing cognitive thought. So, for that we need a lot of lot of mental effort lot of

reflective analysis lot of you know cognitive effort to change that schema to change that structure. So, this is here called the cognitive reframing that is with analysis with reflection with meta cognition we have to change that framing.

So, cognitive reframing to change our emotional responses our thought patterns automatically they automatically it can also apply for changing our behavior in a socially desirable way. Then strategies for improving social empathy. So, empathy like social empathy being to be willing to share our emotions listen to other people listening active listening is a very very important factor of emotional intelligence. Meditation practicing meditation yoga mindfulness these are of course, very positive things. Engage in purpose like community project suppose we suppose people we are we are that means, after their work schedule after their day to day activities they also spare some time for some community projects some community services they purposefully kept that timing. So, that is also very important factor and then meet and talk the new people like for example, more and more we communicate we talk to others even like for primarily suppose when we are traveling and when coming across the people from other cultures or the language other country and continent.

So, when we start the conversation definitely we can learn not only about their culture, but their perceptions their you know their emotional pattern then for like for some of the cultural components are there which are very much different. Like for example, I am in our culture in our culture Indian culture being shy being shy is you know it is it is it is taken as a very positive attribute whereas, the same thing or same thing same attribute in other country it may not be equally treated like for example, it may be treated as un-smartness lack of confidence something like that. So, these are cultural attributes are there the more we get exposed ourselves or come across with the new people from the different countries the more we deal with the diversity in the workplace etcetera we can understand the various behavioral mannerisms behavioral or the emotional experiences of different countries different people and how it is being culturally different. And imagine ourselves imagine yourself in someone else it is called as perspective taking when we are participating in a group team project group project or in debate in discussion etcetera. So, we try not only try to understand what the other person is saying or thinking of, but also in case of activity in case of some work related thing also we can get into the shoes of that person and can feel can realize that what exactly has done.

So, in order to understand the other person's complete perspectives we have to observe him we have to listen him we have to we have to have the discussion conversation with him we have to communicate with him. So, that is the and we can we can imagine that means, for example, the leaders who are very proactive they can very well imagine well ahead well ahead that means, before introducing some new component before introducing any new attribute new change. So, they always think of many things proactively that this could be the possible reaction this could be the possible response this could be the possible answers. So, that is trying to imagining yourself into someone else's shoes who is in my place being a leader being a teacher being a mentor. So, we can think of ahead and try to understand others perspective beforehand as well as listening actively to the person.

So, these are some of the again strategies for improving the social skill like open mindedness the you know starting the conversation eye contact yes eye contact primarily is very much important for establishing the trust building trust active listening people social skills reciprocation helping out them like the smiling helping nature showing your you know cordial gestures showing the interest in others some of the body language you know like it reflects

your our humility. So, these are the things some of the social skills also we can learn. So, using emotional intelligence for learning and education. So, how can we use it apply it or in case of the classroom environment in terms of educational setup first thing is a self awareness and emotional management.

So, during the class period suppose in the class period. So, in the school in the school time you know usually we used to have the 7 to 8 classes something like that with the lunch breaks the with the tiffin break all the sports break etcetera. So, during the classroom also the teacher can give a some kind of break suppose 1 hour class or 45 minutes class 5 minutes break for the for the students to relax. So, that this kind of brief break or relaxation it allows the kids to step away before the resumption of study like they do not feel over burden you know like in some of the public schools also there are the break for sleeping sleep taking raise some sleeping napping break for the napping also. So, this allows the students or the learners to relax maybe that during that period they can think of something new ideas etcetera to or they can manage deal with their if they are emotionally stressed they can also deal with that emotional experiences.

So, this can self awareness they can. So, here the giving time for space self awareness and emotional entire management emotional management. Then communication is definitely effect teaching effective ways of to communicate and to how to develop the students can develop the assertive abilities values and values all the things that can also be taught. Cooperation, cooperation like for the cooperates cooperation that is to develop a culture of cooperation to in nowadays it is no cooperative learning collaborative learning team projects group projects are a kind of mandatory components. So, because you know in the collaboration and cooperative group projects students not only learn about the diverse ideas and ideas and the thoughts and the solutions, but also they learn the social skills most of the social skills we actually learn from the group activity. So, that is a it is a very important similarly and the cooperative goals for the entire classroom like suppose you know for even though subgroups subgroup activities are that, but the section wise whole class for the whole class of group you can group goal you have assigned.

Now, all the classes 30-40 students they will striving together you know with their competences with their passion with their skills also that they will work together for achieving that goal. So, that creates a kind of you know social bonding social bonding emotional bonding sharing the well things and how to and again how to abide by the group rules like even though that is there automatically the individual will ignore the individual student will ignore their his own interest self interest his comfort zone his relax his moods etcetera he will compensate he will just surrender he is a leave it out and work hard for the common welfare common well being. So, conflict resolution yes definitely emotional this is very important for conflict resolution conflict as we have already discussed a conflict there may be different types of conflict. Conflict in the workplace it may be related to work it may be related how to do that work, but it means related process related. So, these are different there are different types of conflict in terms of quality in terms of things all these are related to activities, but when it comes to conflict arises out of human relationships a conflict causing the damage to the human relationship or relational conflict then that is very damaging.

So, how to resolve it is by improving the communication skill by you know maybe that to sit together and just keeping aside all these personal things and how to resolve the things and maybe that some negotiator from third party intervention or maybe the leader or the money manager can call and resolve it. So, for that also emotional interest is very

important. Self management like self management in developing the individual learner's individual personality attribute like to have a sense of positive sense of achievement and you know how to develop the character in like building trustworthiness among integrity honesty then sense of optimism adoptable and accept the responsibility how to read from the stressful situation all these competencies. Competencies are positive characteristics and competencies are very much required that is for the self management that is self done developing not only managing our own emotion, but being more competent to deal with any kind of critical situation in future. So, relation similarly the relationship management relationship management is having a sense of teamwork collaboration how to resolve the disagreement.

So, how to motivate others how to persuade others how to negotiate and resolve the conflict how to be able to initiate and lead the people especially leadership especially leadership the leaders are expected to possess all these positive attributes and for that only to meant for that to establish yourself as a good leader the team worker as a as an effective communicator etcetera we need to know ourselves first. So, that is to know yourself choose yourself and give yourself these are the basic things how to strengthen our not just relationship, but our image our personality. So, thing is that here learning how to bolster the others abilities through feedback and guidance. These are we are already discussed know yourself that is to be more aware of the emotions and reactions know our self. It is not just about our impression about in our individual self, but what is what about the other's impression others impression about us that is a part of the social cognition also we know that often very many people we boast ourselves “oh I am so, I am so, I am so, and so”, we also sometimes we overestimate ourselves ok. So, periodic complex item sometimes people are so, depressed so, hopeless that they have the you know inferiority complex, but that should not be there neither this way nor that way it should be optimum, but how can be very sure that means, we have to adopt this reflective thinking rational thinking objective analysis, but the same time we have to receive the feedback from others and authentic feedback honest feedback ok. So, that we can map whatever we are we are thinking about ourselves and what others are thinking about ourselves you know for example, say that is a Johari window model is there Johari window model is there it is for you know social perception social cognition from there we can map our own what we think about ourselves what others are thinking about us and how and how to be open minded and again what are the some of the secret that we have kept with ourselves.

So, it is a it is a mechanism to know ourselves better and that and also enhance our social perception. So, choose yourself to be more intentional in responding for example, that means, whenever we are responding to we are reacting to etcetera we must be must be learned to be very authentic that is where and many most of the cases we know we show off we say something and we do actually something ok that is the fake kind of fake expression fake response that should not be the case. So, the more intentional in responding whatever we are saying we are committing we are doing we are answering we are showing off it should be authentic and to give yourself to be more purposeful as we move forward to be more purposeful whatever we should do we take up it should be meaningful to us it should be meaningful it should be beneficial to others it should be beneficial and helpful for others and it should have the positive attributes. So, this is a this is a table it has been given by different authors. So, here you can find out it is. You can find out all these attributes how it has been explained in detail you can go through it. That is given here for the reference material.

Now, I am closing this session right now. In the next session we will start a new topic.

