

## 4. Emotional intelligence

### Emotional intelligence

1. Emotional intelligence refers to the **ability to understand and control your own emotions and the emotions of others**. Emotions depend not so much on the events but on how those emotions are perceived. A power of emotion is perceived since **time immemorial** and that is why many societies have **religious and ethical codes** to subdue and harness emotions. Ex: Manusmriti, Vedas and addicts of Ashoka have suggested checking of emotions.
2. **Components of EI**
  1. **Self awareness:** First crucial component is **awareness of one's emotions**. The ability to recognise and understand **personal moods** and emotions. It drives their effect on others.
  2. **Self regulation:** Managing one's emotions. The **ability to control or redirect disruptive impulses** and moods, and the propensity to suspend judgement and to think before acting.
  3. **Empathy:** **Knowing about other people's emotions**. The ability to understand the emotional makeup of other people. A skill in treating people according to their emotional reactions. **By having this one** can bring expertise in building and **retaining talent, cross-cultural sensitivity** and service to **clients** and customers.
  4. **Social skills:** Proficiency in **managing relationships** and **building networks**, and an ability to find common ground and build rapport. Hallmarks of social skills include **effectiveness** in leading change, **persuasiveness**, and expertise building and leading teams.
3. **Benefits of emotional intelligence**
  1. **Better relationships:** Improving your EI will enable you to interact and **communicate** with others **more effectively** and **enhance** your relationships. Also, being able to manage yourself and others successfully is often a **crucial factor in success**.
  2. **Leadership capability:** EI can help in **developing empathy** and understanding about other **people** and this is crucial to the ability to **influence, motivate** and **persuade** them in a management or leadership role.
  3. **Problem solving:** EI can help in **thinking rationally** than emotively and thus improves our **problem solving** and **decision**

making abilities.

4. **Self management:** EI gives you the tools to become more **self aware** about your **emotions** and equips you with the strategies to use your emotions effectively, including the negative ones **like anger or sadness**.

#### 4. **Benefits of EI to civil servant**

1. **Understanding problems:** His main role is in administration, which requires him to **engage** with **people**, to take **cognisance of their grievances**. EI will enable a civil servant to better understand common man problems.
2. **Pragmatic approach:** There **may be corrupt officials** with whom a civil servant **may have to work**. His EI will help him a lot to maintain **sufficient distance** from them without affecting the progress in his work.
3. **Better decision:** Handling emotions will help him to **deal** with situations **objectively** rather than influencing the decisions through **intuitions**, thus leading him to take **pragmatic decisions**. Mahatma Gandhi took unpopular decision, which were widely protested, but did not affect him emotionally. It is the evidence of his strong EI.
4. **Leadership:** As a leader, he has to **lead a team in executing policies**. EI will help him not only to avoid being overwhelmed with emotions himself, but to **steer his team on right track** and align them together.
5. **Body language:** He must be able to manage his own body language as per the protocol and requirements of the situation. For example, he cannot show his **over enthusiasm** overtly as that could put him on the radar of suspicion and would not go well with his career.
6. **Crisis time:** An emotionally intelligent person will understand the emotional impulse of a **outraged public**. He will understand the reasons behind it. Understanding those reasons he will make an **emotional appeal** making people feel that he understands them and they can trust him. They he can also make appeal to their reason. It might pacify the outraged public.

#### 5. **How to develop emotional intelligence**

1. **Yoga:** Universal answer is Yoga. **Yoga** gives a control over your body.

2. **Emotional literacy:** It helps us in **identifying the emotional phases** you go through. Then only one can appropriately make his behaviour. So, the first step is to **have a rich emotional vocabulary**.
3. **Non-verbal communication:** Sometimes, **not just words but other actions** too convey one's **feelings**. For example, if one is sad, one looks dull. So, having **command over non-verbal communication** is necessary for strong EI.
4. **Empathy: Develop empathy.** Keeping yourselves in other's shoes.
5. **Optimism:** This makes one confident to have strong **positive outlook** during failures and consequently manages his **emotions**. Gandhi made the people believe that freedom is possible, so there was never ending emotional belief among people.
6. **Introspection: Take responsibility for your emotions.** Once you take responsibility, you will be able to find the root causes behind that emotion.

### **Banning of movies or books**

1. Art in any form be that **music, painting, literature or film** are agent of **social change and reform**. They **show a mirror to the society** and continuously cleanses it from deformities. It arouses people for change set the mood for revolutionary changes amply witnessed in history.
2. Since this artistic expression often challenges the **status quo**, it **always hurts the sentiments of many**. Realising this, our constitution provides artistic freedom under article 19 as a fundamental right. **Censoring leads** to generate fear in a creative mind stonewalling a better and progressive society.
3. But sometimes it is true that **this freedom is misused** in the name of **entertainment** or misread as freedom to abuse. The **Charlie Hebdo** magazine could have conveyed its message in better way. With freedom comes some **responsibility** and this this constitutional freedom also comes with some restriction.
4. But **ban** should be resorted to only in **extreme cases** threatening the unity, integrity, security or sovereignty of the nation. This has been the **stand by the higher courts** too so far, recently terming the roast of AIB vulgar but not obscene. People in general need to develop a culture of **tolerance**.
5. If something is against my taste, I better communicate my dissatisfaction using various media or desist from indulging in that work. But banning is not

certainly the way to go about it. Otherwise in long run, we will find economic development coexisting with social and psychological backwardness.