

**A STUDY OF EMOTIONAL INTELLIGENCE AND DEFENCE MECHANISM****Ritu Rathore****Department of education****Research scholar Jiwaji
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DOI<https://doi.org/10.5281/zenodo.15103231>**ABSTRACT**

Emotional Intelligence has been an important and interested topic during the last few years. Emotional Intelligence (EI) must somehow combine two of the three states of mind cognition and affect, or intelligence and emotion. A number of testing instruments have been developed to measure emotional intelligence, although the content and approach of each test varies. Emotional Intelligence allows us to think more creatively and to use our emotions to solve problems. Emotional Intelligence probably overlaps to some extent with general intelligence. Thus, the EI has increasingly important implication for society. Proponents of EI claim that individuals can enjoy happier and more fulfilled lives if they are aware of both their own emotions and those of other people and able to regulate those emotions effectively. The present study is an attempt to summarize the importance of Emotional intelligence. It also discusses the three major models of emotional intelligence and the concept of emotional intelligence.

Keywords: Emotional Intelligence (EI), Emotional Intelligence model, Emotions, Intelligence Quotient (IQ)

Introduction:

Emotional Intelligence (EQ or EI) is the ability to perceive, control, and evaluate emotions. It also helps a person communicate effectively, empathize with others, overcome obstacles, and resolve conflicts. Emotional Intelligence affects a person's performance, physical health, and mental health. Emotional intelligence is the something in each of us that is a bit intangible. It affects how we manage behavior, navigate social complexities, and make personal decisions that achieve positive results. Emotional intelligence is made up of four core skills that pair up under two primary competencies: personal competence and social competence. Emotional intelligence is commonly defined by four attributes:



Personal competence is made up of our self-awareness and self-management skills, which focus more on you individually than on our interactions with other people. Personal competence is our ability to stay aware of our emotions and manage our behavior and tendencies. Self-Awareness is our ability to accurately perceive our emotions and stay aware of them as they happen. Self-Management is our ability to use awareness of our emotions to stay flexible and positively direct our behavior.



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- **Significance of Emotional Intelligence**

As we know, it's not the smartest people that are the most successful or the most fulfilled in life. You probably know people who are academically brilliant and yet are socially inept and unsuccessful at work or in their personal relationships. Intellectual ability or our intelligence quotient (IQ) isn't enough on its own to be successful in life. Yes, our IQ can help you get into college, but it's our EQ that will help you manage the stress and emotions when facing our final exams. IQ and EQ exist in tandem and are most effective when they build off one another.

- **Emotional intelligence and Its Effects**

Our performance at school or work: A high emotional intelligence can help you navigate the social complexities of the workplace, lead and motivate others, and excel in our career. In fact, when it comes to gauging important job candidates, many companies now view emotional intelligence as being as important as technical ability and use EQ testing before hiring.

Our physical health: If you're unable to manage our emotions, you probably are not managing our stress either. This can lead to serious health problems. Uncontrolled stress can raise blood pressure, suppress the immune system, increase the risk of heart attack and stroke, contribute to infertility, and speed up the aging process. The first step to improving emotional intelligence is to learn how to manage stress.

Our mental health: Uncontrolled emotions and stress can also impact our mental health, making you vulnerable to anxiety and depression. If you are unable to understand, be comfortable with, or manage our emotions, you'll also struggle to form strong relationships. This in turn can leave you feeling lonely and isolated and further exacerbate any mental health problems.



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Our relationships: By understanding our emotions and how to control them, you're better able to express how you feel and understand how others are feeling. This allows you to communicate more effectively and forge stronger relationships, both at work and in our personal life.

- **Emotional intelligence can be Uplift**

A high IQ is also something we tend to be born with while emotional intelligence is something we can work to improve. To a large degree, our emotional intelligence starts in childhood with how we're raised, but as adults, we can take steps to get emotionally —smarter. Justin Bariso, author of EQ, Applied: A Real-World Approach to Emotional Intelligence, offers seven ways to improve emotional intelligence in an article written for Inc: Reflect on our emotions. This is where self-awareness begins. To grow in emotional intelligence, think about our own emotions and how you typically react to negative situations, whether they involve a co-worker, family member or stranger. When you're more aware of our emotions and typical reactions, you can start to control them.

Ask for perspective. What we perceive to be reality is often quite different from what those around us are seeing. Observe. Once you've increased our self-awareness and you understand how you're coming across, pay more attention to our emotions. Pause for a moment. Stop and think before you act or speak. It's hard to do, but keep working at it and it will become habit. Become more empathetic by understanding the Try to understand the behind another person's feelings or emotions.

Choose to learn from criticism. Who likes criticism? Possibly no one. But it's inevitable. When we choose to learn from criticism rather than simply defend our behaviors, we can grow in emotional intelligence practice. Becoming more emotionally intelligent won't happen overnight, but it can happen with effort, patience, and a lot of practice.

- **Emotional Intelligence models**

The Emotional Intelligence models developed in the twentieth century relied predominantly on the correlation method. EI researchers have developed four major models they are ability, mixed, bar-on model and trait EI models. The main difference in these four categories is whether author's models perceive their EI as an innate human trait or a competence that can be systematically developed over time. Thus, measuring EI differs per model varying from strict ability testing with right and wrong answers to subjective self-report types of measurement. Ability models regard emotional intelligence as a pure form of mental ability and thus as a pure intelligence. In contrast, mixed models of emotional intelligence combine mental ability with personality characteristics such as optimism and wellbeing.



Bar-On model based within the context of personality theory, emphasizing the co-dependence of the ability aspects of emotional intelligence with personality traits and their application to personal well-being. While, trait models of EI refers to an individual self-perceptions of their emotional abilities. The ability model of emotional intelligence is proposed by John Mayer and Peter Salovey. The mixed model of emotional intelligence is proposed by Daniel Goleman. The bar-on model of emotional intelligence is proposed by Revenue bar-on. The Trait model of emotional intelligence is proposed by K.V. Petrides.

- **The Ability Model of EI**

The Ability model of EI was first constructed by Salovey and Mayer (1990) and begins with the idea that emotions contain information about relationships and whether these relationships are actual, remembered, or imagined, they coexist with emotions - the felt signals of the relationship's status. Salovey & Mayer's four branch Ability model of EI facilitates an ability to recognise the meanings of emotions and their relationships, and employ them to enhance cognitive activities. The Ability model divides EI into four branches: perceiving emotions, using emotions to facilitate thought, understanding emotions, and managing emotions in a manner that enhances personal growth and social relations.

Perceiving Emotion:

This is an ability to identify emotions in oneself, in others, express them accurately and further discriminate between honest and dishonest expressions of feelings.



This sharpens the thought process as emotions direct attention towards important information and the emotions can be used to classify the information for better judgment and memory. Emotionality helps people to have multiple perspectives. A happy mood leads to optimistic views.



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and a bad mood to pessimistic thoughts. An awareness of these mood swings assists a person in approaching a problem in specific ways with better reasoning and creativity.

Understanding Emotions

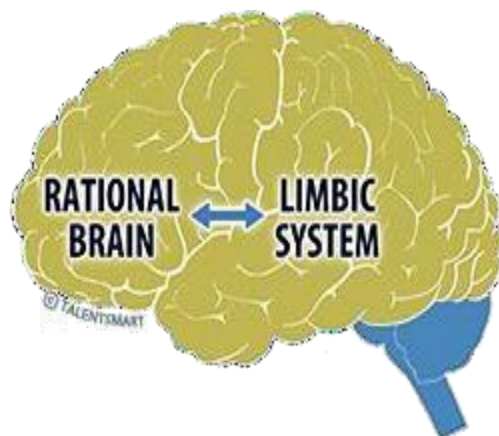
It is based on employing emotional knowledge: to identify the subtle relationships and differences between similar emotions – eg. Loving and liking, and also interpret the meanings of those emotions. The person also has the ability to identify complex emotions occurring simultaneously (love and hate, fear and surprise, etc.) and also perceive the transition from one emotion to another (when anger turns to satisfaction or anger leading to shame).

Managing Emotions:

It is an ability to be open to emotions good or bad and thus having the power to voluntarily attach or detach from an emotion. The person also has the competence to reflect on his own and other's emotions and thus be able to manage emotions in himself and others. The ability to perceive emotion, integrate emotion to facilitate thought, understand emotions and to regulate emotions to promote personal growth.

- **Emotional intelligence can be developed**

The communication between our emotional and rational brains is the physical source of emotional intelligence. The pathway for emotional intelligence starts in the brain, at the spinal cord. Our primary senses enter here and must travel to the front of our brain before you can think rationally about our experience. However, first they travel through the limbic system, the place where emotions are generated. So, we have an emotional reaction to events before our rational mind is able to engage. Emotional intelligence requires effective communication between the rational and emotional centers of the brain.



Emotional intelligence is a balance between the rational and emotional brain.

Different between IQ and EQ:

If emotional intelligence is a type of intelligence, how does it differ from the mental type? In part, by how it's measured. One's intelligence quotient (IQ) is a score derived from standardized tests designed to measure intelligence. Our IQ relates directly to our intellectual abilities, like how well you learn as well as understand and apply information. People with higher IQs can think abstractly and make mental connections more easily. Emotional intelligence is very different. Sometimes called EI (for Emotional Intelligence) or EQ (for Emotional Intelligence Quotient), emotional intelligence is like using emotions to think and enhance our reasoning. Those with high emotional intelligence are able to manage their emotions as well as use their emotions to facilitate their thinking and understand the emotions of others. When it comes to the workplace, some say emotional intelligence is more beneficial for our career than IQ, although others argue IQ matters more. Regardless of which is more important, emotional intelligence plays a decidedly important role at work.



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Conclusion:

Emotional Intelligence play an important role for all of people in society. EI should be improved in all areas that means families, schools, colleges, working place etc. This paper has made a better understanding about the various attributes of emotions and better control over the emotion. Handling emotions is an important requirement for all levels of people. Emotional Intelligence will bring adaptability, empathy towards employee, leadership qualities, group rapport, participative management, decision making and understanding among people.

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