



INTERNATIONAL JOURNAL OF ADVANCE RESEARCH, IDEAS AND INNOVATIONS IN TECHNOLOGY

ISSN: 2454-132X

Impact factor: 4.295

(Volume 4, Issue 3)

Available online at: www.ijariit.com

Emotional Intelligence of school teachers

Ragam Venkata Rao

ragamvenkatarao@gmail.com

Acharya Nagarjuna University, Guntur,
Andhra Pradesh

G. Bhuvaneshwara Lakshmi

blakshmidan@gmail.com

University of Hyderabad, School of Social Sciences,
Hyderabad, Telangana.

ABSTRACT

Emotional Intelligence is one of the predominant factors that influence in personal and as well as their professional lives of human beings. According to Goleman (1998), 80% of a person's success in life depends on one's emotional intelligence and 20% depends on IQ. In the teaching profession, we know the teacher undergoes the stress due to the changes in educational policies, globalization, liberalization, and advances in information technology. Hence emotional intelligence plays an important role to become a successful teacher. Emotional intelligence can be developed continuously throughout the life and learn from experiences. The Skill India is only possible with the teachers with high emotional intelligence.

Keywords: Emotion, Intelligence, Emotional Intelligence

1. INTRODUCTION

The term emotional intelligence was introduced by Mayer and Peter Salovey in 1990. The credit goes to Daniel Goleman (1995) for popularizing the concept of emotional intelligence. According to Goleman (1998), 80% of a person's success in life depends on one person's emotional intelligence and 20% depends on IQ. Emotional intelligence is more powerful than IQ. Emotionally intelligent people expressed appropriately and effectively their feelings. There is no intelligence more than their interpersonal skills. One's emotional intelligence depends on his/her interpersonal skills. Emotional intelligence is a type of social intelligence. The emotional intelligence of a person cannot be determined genetically.

The concept of emotional intelligence

Emotional intelligence determines our potential for learning the practical skills that are based on inter and intrapersonal skills. It seems to be the emotional Intelligence is one of the predominant factors that influence in person and as well as professional life of human being. According to Goleman (1995), emotional intelligence provides an advantage in any domain of life. An old-fashioned word for emotional intelligence is maturity. The term emotional intelligence is the combination of two terms emotion and intelligence.

Emotion

The word emotion is derived from the Latin word 'remover' which means the spirit that moves us. Emotions are the feelings such as anger, love, joy, and sadness. We cannot imagine the human's lives without emotions. Emotions are illogical and emotion influences every thought.

Mc Dougall (1949), defines as "Emotion is an experience that one undergoes during an instinctive excitement"

Charles G. Moris (1979), defines as "Emotion is a complex affective experience that involves diffuse physiological changes and can be expressed overtly in characteristic behavior patterns"

Intelligence

Terman. (1921), defines intelligence as "An individual is intelligent in proportion to his ability to carry on abstract thinking."

Thorndike defines intelligence as "The ability to make good responses and is demonstrated by the capacity to deal effectively with novel situations of an abstract the chemical or social nature."

Emotional intelligence

Emotional intelligence is the perception of ours and others emotions understanding and using them in our thought and action. Emotional intelligence measured by E.Q. Emotional intelligence plays a key role in the success of human's life.

Bar-on, (2002). defines emotional intelligence as "An array of non-cognitive capabilities, competencies, and skills that influence one's ability to succeed in coping with environmental demands and pressures."

Rao Ragam Venkata, Lakshmi G. Bhuvaneshwara; *International Journal of Advance Research, Ideas and Innovations in Technology*
 Hein (2005), defines emotional intelligence as “the innate potential to feel, use, communicates, recognize, remember, learn from, manage and understand emotions.”

Psychological dimensions of emotional intelligence

Emotional intelligence consists of three psychological dimensions which are given below.

1. **Emotional competency:**
 - Tackling emotional upsets.
 - High self-esteem.
 - Tactful response to emotional stimuli.
 - Handling egoism.
2. **Emotional maturity:**
 - Self-awareness.
 - Developing others.
 - Delaying gratification.
 - Adaptability and flexibility.
3. **Emotional sensitivity:**
 - Understanding there should of emotional arousal.
 - Empathy.
 - Improving interpersonal relation.
 - Communicability of emotions.

Characteristics of people with high emotional intelligence

1. Able to identify and perceive various types of emotions in others.
2. Able to express his feelings and emotions.
3. Able to express more positive feelings.
4. Able to handling stress in a better way.
5. Self-control
6. Ability to analyze and understand the relationships.

Salovey subsumes Gardener’s personal intelligence in his basic definition of emotional intelligence, expanding these abilities into five characteristics of people with high emotional intelligence.

1. Knowing one’s emotions
2. Managing emotions
3. Motivating oneself
4. Recognizing emotions in others
5. Handling relationships.

Emotional intelligence determines our potential for learning the practical skills are divided into two major categories:

1. **Personal competencies:** Personal competencies categorized into three categories.
 - Self –Awareness
 - Self- Regulation
 - Motivation
2. **Social competencies:** Social competencies categorized into two categories.
 - Empathy
 - Social skills

Table 1: Emotional Competencies

I. Personal competencies	
These competencies determine how we manage ourselves	
1. Self –Awareness: Knowing one’s internal states, preferences, resources, and intuitions	
a) Emotional awareness	Recognizing one’s emotions and their effects
b) Accurate self-assessment	Knowing one’s strengths and limits
c) Self – confidence	A strong sense of one’s self-worth and capabilities
2. Self- Regulation: Managing one’s internal states, impulses, and resources	
a) Self – Control	Keeping disruptive emotions and impulses in check
b) Trustworthiness	Maintaining standards of honesty and integrity
c) Conscientiousness	Taking responsibility for personal Performance
d) Adaptability	Flexibility in handling change
e) Innovation	Being comfortable with novel ideas, approaches, and new information.
3. Motivation: Emotional tendencies that guide or facilitate reaching goals	
a) Achievement drive	Striving to improve or meet a standard of excellence
b) Commitment	Aligning with the goals of the group or organization
c) Initiative	Readiness to act on opportunities
d) Optimism	Persistence in pursuing goals despite obstacles and setbacks

II. Social competencies	
These competencies determine how we handle relationships	
4. Empathy: Awareness of others feelings, needs, and concerns	
a) Understanding others	Sensing other’s feelings and perspectives and taking an active interest in their concerns
b) Developing others	Sensing others development needs and bolstering their abilities
c) Service orientation	Anticipating, recognizing and meeting customers’ needs
d) Leveraging diversity	Cultivating opportunities through different kinds of people
e) Political awareness	Reading a group's emotional currents and power relationships
5. Social skills: Adeptness at inducing desirable responses in others	
a) Influence	Wielding effective tactics for persuasion
b) Communication	Listening openly and sending convincing messages
c) Conflict management	Negotiating and resolving disagreements
d) Leadership	Inspiring and guiding individual groups
e) Change catalyst	Initiating or managing change
f) Building bonds	Nurturing instrumental relationships
g) Collaboration and Co-operation	Working with others towards shared goals
h) Team capabilities	Creating group synergy in perusing collective goals

Importance of emotional intelligence in teachers

Nowadays the teachers are influenced by a number of external and internal forces. Hence teaching profession is a challenging profession due to the changes in educational policies, globalization, liberalization, and advances in information technology. In this context, every teacher needs to develop their emotional intelligence to reduce the stress. The teachers who are emotionally intelligent can manage stress in a better way.

Development of emotional intelligence in teachers

Today many emotional problems are generated due to the faulty lifestyle and psychological problems. By using Yoga practices and meditation practices the teachers manage the emotional problems. The teachers maintain good mental health, good relations with colleagues, students, parents and society and hence they manage stress in a better way. Emotional intelligence can be developed continuously throughout the life and learn from experiences. The teachers play a key role in developing of emotional intelligence of their students. The teachers act as role models to their students. Therefore, firstly the teachers should develop their emotional intelligence keeping in view of the future of the citizens of India. The higher authorities need to encourage the school teachers to participate in workshops and in-service courses to develop their Emotional Intelligence.

The teachers develop their emotional intelligence by developing their realistic expectations about themselves, the understanding the perspective of others, a positive attitude towards life, the skills of problem-solving and decision making, the enthusiasm in learning and update their knowledge, behavioural skills like communicating others and helping others, personal responsibility, creative leadership, attend to seminars, workshops on personality development, reading personality improvement books, articles, awareness of the value education and ethics of teaching etc.

2. CONCLUSION

The educational institutions also should encourage to develop the emotional intelligence in school teachers. The teachers also take initiation to develop their emotional intelligence. The Skill India only possible with the teachers with high emotional intelligence. The Government of India also conducting seminars, workshops on personality development to develop the emotional intelligence of teachers.

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