

BEYOND IQ: UNVEILING THE DOMINANCE OF EMOTIONAL INTELLIGENCE IN SUCCESS

Dr. Payal Khurana

Assistant Professor (Selection Grade)
The NorthCap University
Gurugram-122017
Haryana, India
payalksoni@gmail.com

Abstract

In today's busy world, people are burdened with work and have no time for interpersonal relationships or to develop such skills. The result being that they are not able to handle real life situations efficiently thus hampering their personal and professional growth, which has a direct impact on organizational growth. Emotions play a vital role in development as a social being. Emotions play a giant role in making decisions both in the personal and professional front – the decisions may be major or minor but have a significant impact on the growth of the individual and that of an organization. If a person is not able to cope with the situations in an organization, he has to face a lot of stress on the work front, which aggravates the problem. The present paper will deal with the major issues involving emotional intelligence and how it can be more effective than IQ in dealing with emotions and stress management. It can be strengthened and can help one achieve success in life. Emotions and stress are directly linked with the brain and just as one feeds information in a computer to get the desired result, similarly if brain is given certain specified inputs, it can give the desired output. Emotional intelligence should be taught to youth because at this tender age assimilation occurs at a very fast speed and they are the useful resources of any organization. To make or mar the future lies in our hands – this can only be achieved by controlling emotions and keeping stress at bay and emotional intelligence is the perfect solution for it as inculcates positive thinking, thereby inducing organizational growth further leading to the growth of a nation.

Keywords: Emotional Intelligence, Intelligence quotient, Interpersonal Skills, Stress, Personality Development

INTRODUCTION

Today's youth lacks motivation, zeal and have an indifferent attitude towards life. One glance at everyday newspapers confirms this dystopia in assertive. There is unrest among youth and their future is directionless and bleak. They lack motivation, zeal and have an indifferent attitude towards life. One glance at everyday newspapers confirms this dystopia in assertive. The need of hour is Emotional Intelligence (EI). The youth have no control over their emotions and feelings and are not able to cope up with stress and this is the reason of everyday reports of rape, kidnapping, harassment, violence, torture and misbehavior. All these are due to personality and behavioral factors like hyperactivity, impulsiveness, poor behavior control, relationship problems, and low education achievement. These factors are direct outcome of emotional mismanagement or disorder and are a great drawback for the society at large. It's not a problem just faced by the Indian society but the situation is the same throughout the globe. All these issues can be overcome by emotional intelligence. Our emotions are directly linked to our brain and if we condition our emotions, desired signals can be sent to brain and emotions can be controlled in a desirable way.

DISCUSSION

Intelligence Quotient (IQ) helps us to excel in academics, but emotional intelligence prepares us for life. It teaches us the basic nuances of life the main being having control over our feelings and managing stress. Emotional intelligence (EI) refers to understanding of a particular situation, assimilating the knowledge and incorporating it by managing one's emotions, which is very important to maintain interpersonal relationships. It is entirely different from IQ because there has to be a connection between your heart and brain. Our behavior with others is what makes us deal socially with people. It is also known as "People Skills." One can get upset over trivial things, but if one knows how to tackle situations by controlling emotions and managing stress, then one can overcome the hurdles in one's life. It's very important for the youth to understand the concept of EI because they are directionless and for their bright future, it becomes vital for them to have a check on their emotions. We often refer to someone as "street-smart" or "worldly-wise", it is nothing but dealing and controlling one's emotions and overcoming the hurdles of one's life.

Various psychologists have conducted tests and have proved that emotions play an intrinsic part in our life and measures should be taken to control it. Daniel Goleman in his book *Emotional Intelligence* (1995), a best-seller popular book on psychology, has tried to show a different way that how two human relationships can be cured and mended if one overcomes emotional incompetence, which leads to stress as both are inter-dependant. Mostly we fail to understand our emotions and the emotions of our counterparts which turn the relationships sour.

Nowadays employers are seeking individuals who can work efficiently in any given scenario because today's life-style leads to stress at work and at personal level as well. Therefore, only those who are able to exhibit leadership qualities, team-spirit, good communication and negotiation skills are given preference. People who lack EI often get into trouble as they can't control their emotions and get into quarrels often, thus piling up their stress levels. They lack social skills and can't make use of their potential to the fullest. They may be high in IQ but lag behind due to lack of EI skills.

The need of the hour is to incorporate EI skills in schools and colleges. EI should be made a compulsory component in academic curriculum. In today's scenario it becomes all the more important because it's a technology driven world having adverse effects. Earlier children and youth were seen playing in groups with their friends. Nowadays friends are replaced by hi-tech gadgets like i-pad, PSP, tablets, laptops etc. Instead of spending time in the playground where overall development of a person takes place; and social and emotional bonding gets strong, today's youth are spending time in the virtual world of social-networking sites. Today, the present generation can't comprehend any criticism or a mild comment lightly and are ready to even risk their lives. Life is meaningless and has no value for them. In a recent case, a teenage girl committed suicide because her boyfriend had commented on her obesity on one of the social-networking sites. These sites though known as social-networking sites are actually draining down the social aptitude and behavior of people and are only seen as enhancers of anti-social activities like drugs, murder, hooliganism, robbery, rape, sexual molestation and harassment.

Earlier children and youth use to spend quality time with their grandparents and the extended family and the social and emotional bond was strong and developed. But with changes in the life-style, nuclear families are on the rise. Both the parents are working and have no time to attend to the emotional needs of children, thereby resulting in poor supervision of children by parents and harsh physical punishment to discipline children. This further leads to parental conflict in early childhood. There is minimal level of attachment between parents and children. They are left all alone to cope up with their stress, fears, confusions and pent-up emotions. Due to inexperience in life and without any guiding force, it becomes hard and monotonous for them to strive in this complex world. This leads to disorder, disharmony and anarchy in the society. This is direct offshoot of negative and impulsive thinking. Youth of today are being led off the track by emotions and there are times when we look at the situation later, we confess that we could have handled it better and avoided the pitfalls which are the outcome of our mishandling of emotions.

Goleman (1995) has also asserted in his book that emotional intelligence is more important than IQ for success. People have also liked the message and appreciated it because they did not like the importance given to IQ as it is a well established fact now that people with normal IQ are far more successful than those with high IQ's – who had excelled in schools and colleges. But when it comes to people skills these people with high IQ's were not in the queue. Goleman (1995) says that the difference lies in emotional intelligence. Our control on emotions brings changes in our behavior. People are not born with a certain set of fixed emotions, nor are they inherited. These arise from the situation one faces in life.

The emotions help in determining our attitude and are dependent on a number of factors like psychological factors, family, society and economic factors.

- a) Psychological Factors: The attitude whether positive or negative is distinguished by psychological factors like cultural beliefs, ideology, moral values, etc. All these collectively help in developing a person's outlook towards life. For example, if an employer believes that all his employees are hard-working and industrious, he will have a positive outlook towards his employees.
- b) Family: Family is the backbone in developing attitudes and can make or mar a person's confidence and emotional background. Youth coming from broken and disturbed families are low in emotional intelligence and develop a negative attitude towards people and relationships.
- c) Society: It is also one of the important factors in making our attitude. Our emotions are tied up with the culture, the beliefs, our spoken languages, especially our mother-tongue and in turn they all have a deep impact in making one's attitude. It inculcates in us what is suitable and what is not and our emotions are deeply linked with it.
- d) Economic Factors: Emotions have a direct link with one's job, profession, designation, salary, nature of job, etc. If a person is not emotionally intelligent, there are chances that he may not do well at his job even though

he may be well- skilled and have all the desirable qualifications. Emotional imbalance can lead to antagonism with fellow co-workers and also those in the hierarchy. A person may not be able to take his feedback in a positive way, which can lead to low morale and sudden outbursts of anger leading to stress and poor performance at work. This hampers an individual's health and overall well-being and development adversely.

Emotional intelligence can help in changing the attitude of people from negative to positive and it is not a short-term process. One has to be guided to change his perceptions and have a control over his emotions. A deep understanding of situations is required. Perception and emotions can be altered depending on how a person perceives the communication and the communicator.

There are various ways by which emotional intelligence can be imbibed in youth and children which will further enhance positive attitude in them. To bring out a change in ideology, a proposal for change should be acknowledged and accepted. The change in emotional attitude is accepted if it is in sync with already existing beliefs and ideologies. The person or the mentor is held in high esteem and makes the person realize his inner potential and also makes him see the other side of the coin, i.e. the other person's perspective. Bringing this change is not an easy task and a halting and caring attitude should be adopted as it is conducive to bring the desired change.

Attitudes can make and develop a positive and pleasing personality. Negative traits are the outcome of uncontrolled emotions and employers are not happy to have such employees in the organization. How we respond to people and situations has a strong impact on the people around us. To overcome emotional hurdles one has to believe in himself. There are going to be hard times but controlling emotions is the best option to deal with them. It only comes with practice. Impulsive reactions have a negative outcome and the consequences are not favorable.

The way one perceives things changes a lot. Learning to listen to your 'internal voice' or mind can help in coming to terms with one's thoughts and how it may have an impact on the way one handles the stressful situations of everyday life and helps in developing a positive attitude towards life. Emotional intelligence is not being soft, giving everyone hugs etc., but it means to manage emotions and stress with best outcome in personal and social relationships. The focus is on discovering your 'True Self.' Emotional intelligence works on the concept of making peace, happiness, love and success a reality of life and not just a phrase to be used in discussions. Aim is to lead stress-free life. When we are unable to control our emotions, we lead a life full of stress which deeply impacts our everyday life and it further brings on undesired behavior, which is the root cause of all problems. Controlling one's emotions will lead to have control on one's life and situations around him. It will help in boosting self-confidence, enhancing progress in life. Studies have shown that 90% of high performers are high in EI and it is more likely to predict career success than IQ. An individual's success in work is 80% dependant in EI while only 20% is dependant on IQ (Goleman, 1995). So keeping a note of all this, a forum should be provide to youth where they can come up with emotional problems without being criticized and taught how to resolve disputes in healthy ways through EI sessions.

CONCLUSION

Positive attitude and Emotional intelligence are inter-related and are the key ingredients to success. It brings sanguinity and confidence in life, which is required in high doses especially because it motivates the children and youth to give their best and excel in life. If it is practiced in daily life, it will bring beneficial changes in life and will also help in having a healthy disposition towards life. Emotional intelligence is definitely worth developing and strengthening especially in children and youth as in a tender age as theirs, their mind is like wet clay which can be molded accordingly. Whatever is inculcated in early years will have an impact throughout their life and the results will be visible in their future life. Emotional intelligence will only act as a cementing bond for their well being and success in life and if they are emotionally strong, they will get happiness recognition and touch the pinnacles of fame and honor.

REFERENCES

- [1] Goleman, Daniel (1995), *Emotional Intelligence: Why it can matter more than IQ* Bloomsbury Publishing Plc, Great Britain
- [2] http://www.eiconsortium.org/references/articles_reference.html
- [3] <http://www.trans4mind.com/heart/eq.html>