

## 4.EMOTIONAL INTELLIGENCE

### SYLLABUS

1. Understanding Emotional Intelligence
2. Improving Emotional Intelligence
3. Essential Qualities For Emotional Intelligence
4. How Negative And Positive Qualities Affect Our Emotional Intelligence
5. Emotional Intelligence Development
6. Applications Of Emotional Intelligence In Governance And Administration

### EXAM POINT OF VIEW :

1. One Direct Question In Part-A For 10 Marks
2. One Indirect Question In Part-A ( most probably expected in Moral Thinkers And Philosophers Section )
3. Directly U Can Expect In Case Study – Based On Essential Qualities

### 1 ) WHY YOU SHOULD HANDLE VERY CAREFULLY

- Very complex and cannot be always true
- Cannot be success in all the situation
- Sometimes its very difficult to judge because it consist both objective and subjective
- You May Agree To Compromising Actions
- You May Be Tempted To Manipulate Others
- You Can Prevent Critical Thinking In Others.
- You May Have Trouble Scaling.
- Your Skills May Not Be Valued

## **BRAIN STORMING**

1. How emotional intelligence is important to understand our performance ?
2. Why emotional intelligence is necessary to handle very carefully - If you fail to handle your emotions , you will never succeed in your life

## **2)IMPROVING EMOTIONAL INTELLIGENCE**

- By self-evaluating oneself, one can know one's emotions and reactions to different situations.
- By self regulating , controlling , self analysing
- Its basis on how our intellect is along with our emotions.
- By observing others
- By improving one's expression, one can communicate better.
- By analyzing the impact of one's action over others, one can fine tune the actions.

Note : Always our emotional component ( innate knowledge ) should be more than emotional intelligence ( out put )

## **3)ESSENTIAL QUALITIES FOR EMOTIONAL INTELLIGENCE**

1. Self-consciousness
2. Self-control
3. Social skills
4. Inspiration
5. Compassion

### **3.1.SELF-CONSCIOUSNESS**

- Self-awareness means that a person is fully aware of himself. And also It is the skill of being aware of understanding one's emotions
- It means being clearly aware of the feelings, thoughts
- When a person is angry, he should be aware that I am in a state of anger, similarly, anxiety, fear, shyness
- If the consciousness is not known , then the person gets caught up in emotions and loses control over himself

### **BRAIN STORMING :**

Angry , anxiety , fear will lead to become a oblivious how ?

#### **For example:**

- When speaking in front of the media
- When handling the protesters
- When speaking to the applicant/ society

### **3.2.SELF CONTROL**

- A person should not only be aware of his emotions but also have the ability to control ourself
- It is about controlling one's emotions , instead of reacting quickly; one can reign in one's emotions and thus will think before responding
- In any situation, if you control your emotions without being uncontrolled , everything will be fine because everything is not objective
- Some will be subjective ( u need analytic thinking )

**Example** – murder spot – a person – don't know whether he is culprit or not

### **BRAIN STORMING :**

If you learn self control , you can master anything

### 3.3 SOCIAL SKILLS

- This is very important as officers are constantly in public contact and doing public work
- balancing the wants and requirements of others with one's.
- It includes building good relationship with public and others.
- How to express positive and negative emotions is very important in all situations , because we have to express our feelings in front of the public or others
- It is very important here to respond to other's feelings and understand them and act accordingly

#### Example:

1. Work Life Balance - You have to balance your work as well as your personal concerns - No matter how stressful the work is, talk to your family and cooperate.
2. Inter-departmental cooperation - No matter what the issue is, the department should cooperate and solve it - instead of thinking alone, if people think together, they will know many more ideas.
3. Co-operation from other stakeholders – It is very important to get the co-operation or cooperation of others while attending meetings, functions, visiting public places.

#### BRAIN STORMING :

Social skill is the key stone of the civil servant to build good relationship to public , how

### 3.4. MOTIVATION / INSPIRATION:

- This motivation is very valuable for any person if he wants to achieve something or work
- In order to achieve something a person must combine all his positive emotions and organize them in the right order
- Thinking with negative emotions does not inspire you

Example : elon musk - space x

### So WHAT DOES IT TAKE

- **Optimism**- There should be faith in the work to be done, there should be hope that one will achieve something
- **Self confidence** – promise to do
- **Consciousness** – Consciousness is keeping all our emotions as one
- **Courage** - Doing the work with positive qualities according to the law with courage that the time situation faced is only temporary what we do is final.
- **Curiosity** - ideas for my future work
- **Love** – There should be love and interest in the work being done and not infatuation

#### **BRAIN STORMING :**

Motivation lead to success

### 3.5.EMPATHY

- It is an awareness of the needs and feelings of others both individually and in groups, and being able to see things from the point of view of others.
- We must first understand who the weaker sections are. (Pregnant, senior citizens, disabled, children, mentally ill, scheduled caste . Scheduled tribe to live together. Weak in doing their own work for living )

- One who becomes an officer should strive for the prosperity of the administration of the society. Everyone should be treated as equal
- Concern to protect the interest of weaker sections is paramount
- Weaker sections should get all facilities and economic status
- People coming to the office have come to complain, they have come to file a complaint against their hardship or injustice, they cannot easily meet the superior, so they should be taken care of.
- Due to the so-called weaker sections to survive. Weak in doing their own work for living i.e. they are oppressed and oppressed so they should be taken care of.

**Example :** Usually people come from remote areas or villages, illiterate, unable to understand our laws, so care should be taken.

#### 4) HOW NEGATIVE QUALITIES AFFECT OUR EMOTIONAL INTELLIGENCE:

<ul style="list-style-type: none"> <li>• Fear</li> <li>• Depression</li> <li>• Boredom</li> <li>• Anxiety</li> <li>• Anger</li> </ul>	<p>difficulty in achieving goals afraid and panic Your strengths, your ideas. Your projects Your happiness. Self-confidence, enthusiasm, cheerfulness, contentment are all destroyed</p>
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#### HOW POSITIVE QUALITIES AFFECT OUR EMOTIONAL INTELLIGENCE:

Happiness	Being calm
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<ul style="list-style-type: none"> <li>• Self confidence</li> <li>• Tranquility</li> <li>• Enthusiasm</li> <li>• Fun</li> <li>• Satisfaction</li> </ul>	<p>Dealing well with others</p> <p>Reduces Stress</p> <p>Manage their reactions to other's emotions</p> <p>Take responsibility</p>
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### **BRAIN STORMING :**

Emotional intelligence are always fluctuating – changes moment by moment / person by person / situation by situation , how

### **5)EMOTIONAL INTELLIGENCE DEVELOPMENT:**

- All information of the brain comes out through our sense
- We have make it good decision by stay connected to the emotional part of Our brain as well as the rational
- It will help to prevent earlier mistakes
- So we have to manage our emotions to improve our intelligences and decision making abilities
- Good Emotional intelligence reducing stress and focused to your self and others

### **THERE ARE 5 SKILLS TO DEVELOP EMOTIONAL INTELLIGENCE**

1. **RAPIDLY REDUCE STRESS** - by using positive thoughts
2. **KEEP CONNECT TO YOUR -EMOTION**
3. **NON-VERBAL COMMUNICATION** - what you say / how you say / way to express

#### 4. USE HUMOUR AND PLAY TO DEAL WITH CHALLENGES -

relax and energise ourselves

#### 5. RESOLVE CONFLICT POSITIVELY - self focus in the present/ good and positive arguments / forgive past hurts

Note : 1st two are essential for controlling and Managing

Last three are Improving communication

### 6)WHAT ARE THE APPLICATIONS OF EMOTIONAL INTELLIGENCE IN GOVERNANCE AND ADMINISTRATION?

1. Emotional Intelligence can be used in governance and administration for better decision-making
2. Decision making: EI helps in recognizing such emotions that are unrelated to any specific problem and not allowing them to be influential to the final result.
3. Better Communication: An Emotionally Intelligent civil servant will be able to communicate policies better
4. emotional management. It can improve organizational relations among employees.
5. emotionally Intelligent civil servant can motivate his/her subordinates to achieve a particular goal

#### BRAIN STORMING

WHY emotional intelligence are more important for civil servant

#### TEST YOUR INTELLIGENCE :

1. Emotional intelligence has significant impact on your happiness
2. Emotional intelligence allows us to respond instead of react
3. The moment you master emotional intelligence the game changes



4. When awareness is brought to an emotion , power is brought to your life
5. The strength of character and emotion intelligence to face your failure and learn from them are at the core of success
6. Emotional intelligence is the ability to make - your emotion work for you

2016

- Anger is a harmful negative emotion. It is injurious to both personal life and work life. (2016)
  - Discuss how it leads to negative emotions and undesirable behaviors.
  - How can it be managed and controlled?

2017

- How will you apply emotional intelligence in administrative practices? (2017)

2018

- “In doing a good thing, everything is permitted which is not prohibited expressly or by clear implication.” Examine the statement with suitable examples in the context of a public servant discharging his/her duties. (2018)
- “Anger and intolerance are the enemies of correct understanding.” – Mahatma Gandhi. (2018)

2019

- Emotional intelligence is the ability to make your emotion work for you instead of against you. Do you agree with this view? Discuss

2020

- What are the main components of EI? Can they be learned ? Discuss.
- "A system of morality which is based on relative emotional values is a mere illusion , a thoroughly vulgar conception which has nothing sound in it and nothing true." \_ Socrates

2021

- In case of crisis of conscience does emotional intelligence help to overcome the same without compromising the ethical or moral stand that you are likely to follow? critically examine

2022

- Apart from intellectual competency and moral qualities, empathy and compassion are some of the other vital attributes that facilitate the civil servants to be more competent in tackling the crucial issues or taking critical decisions. Explain with suitable illustration

2023

- "What really matters for success, character, happiness and lifelong achievements is a definite set of emotional skills \_your EQ\_ not just purely cognitive abilities that are measured by conventional IQ tests. " Do you agree with this view ? Give reasons in support of your answer.
- "Do not hate anybody, because that hatred that comes out from you must, in the long run, come back to you. If you love, that love will come back to you, completing the circle." \_ Swami Vivekananda



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# IAS

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