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ROLE OF EMOTIONAL INTELLIGENCE IN COMMUNICATION SKILLS

Dr. MATHUR VIPULA

Assistant Professor, Mahila PG College, Jodhpur, Rajasthan



Dr. Mathur Vipula

ABSTRACT

Emotional intelligence encompasses qualities that go beyond general intellectual intelligence and technical competency. EQ includes self-awareness, self-control, self-confidence, motivation, empathy and competencies in social environment. These are the qualities that are true hallmark of a true leader which enhances in a more successful career and a more satisfying life. Appropriate behaviour in the social dimensions leads to social competency. Emotions need not be a problem in the workplace; the right ones augment productivity and workplace harmony, but it takes EQ to know how to manage them. Many people have the title of "manager" but are simply ineffective in their positions. Real leaders are those who actively inspire and motivate others, create teamwork, and achieve outstanding results; they model the behaviour they want to see in their employees. Emotional Intelligence can move you from management to leadership, and make the people at the top sit up and take notice of your contributions to the company.

In today's scenario, besides education, it is effective communication and emotional intelligence which fetches students, their dream jobs, helps a professional surge ahead of others, keep afloat a multinational organization, elevates a common mortal to the dizzy heights of achievements; and in away, defines and redefines our existence in this competitive world. EQ involves not only understanding and managing your own emotions, but also recognizing emotions in other people so that you can handle relationships. You need to have empathy with other people and also to be sensitive to others.

Key Words : Emotional, intelligence, communication, empathy, life, self

Introduction

We are all familiar with the term intelligence quotient, or IQ, but few managers in today's work places understand much about emotional intelligence – what is now being called "EQ". Emotional Intelligence refers to the array of Personal Management and Social skills that allows one to succeed in the work place and life in general. EQ encompasses in tuition, character, integrity, and motivation. It also includes good communication and relationship skills.

A logical assumption, that people with higher IQs will be more successful at work and through life has been proven incorrect – Emotional Intelligence is one part of the human psyche that we can develop and improve by learning and practising new skills. Ultimately it can be measured by how an individual progresses through life-developing meaningful relationships with others, their interpersonal skills and understanding, their ability to manage their own emotions and their personal skills.

Discussion

Relevance of Communication Skills : It is often said the ability to communicate well with others is a skills that successful people have mastered. As success cannot really be achieved without input from other people, it follows that good communication skill becomes a vital and necessary ingredient.

"If you want to be more successful, the better you are able to communicate, the more you will achieve."⁽¹⁾ Today, it is possible to communicate with people staying far away through means of such as mobile phones, SMS, Online chatting, social networking, and video conferencing. Therefore, we can say that we live in age, age of communication, not just because of decisive breakthroughs in communication technology but also but also because with each passing day, the impact of the words, we say, write, and suppression, seems to grow manifold.

In an age of fragile hopes, tenuous relations, lot of stress, it is how we present ourselves verbally and non-verbally that gives us a sense of adequacy and certainty. At the professional front also, it is communication and its related skills that decide a person's career curve. It is so because in the professional world, what professionals do most of the time is, communicate.

"It is essential to have empathy with people in order to understand what motivates them".⁽²⁾

Elements required in Emotional Intelligence:

Welcome the Reality – We know that much of what we're saying may fly in the face of what you've always believed. And we realize it is not easy to suddenly stop believing that wanting to succeed will make you do the particular things you know you must do to succeed. But learning how to follow through starts with facing the truth about why so often fail to do what we intend to do. So welcome the reality.

Be Friendly and Respect other People's Feelings:

There is one very important law of human conduct that will keep you out of trouble, make you many friends and at the same time enhance your reputation as an effective communicator. One of the

deepest urges in human nature, is the urge to be recognized and appreciated, both as an individual and by what one has achieved.

Self Awareness: It refers to an awareness of ourselves on many different levels; our body and our physical reactions; our emotions, preferences and intentions; our goals and values; and our knowledge about how we come across to others. The more self-awareness we have, the more easily we can adjust our responses to others, and the more mutually satisfying our interactions and transactions.

Self Confidence : Emily A Sterriet advises that a **can-do** attitude, a **belief in** ourselves; overcoming self-doubt and taking reasonable risk; being assertive and not aggressive; being goal directed; admitting mistakes and moving on.

The concept of self-confidence is commonly used as self-assurance in one's personal judgement, ability, power, etc. It is very important factor in determining how we think, feel and behave our level of self-confidence largely determines what we make happen in life. In business, our level of self-confidence will be the critical, determining whether or not people will buy from you, employ you, perform for you and enter into business dealings with you.

Empathy : Success in social interactions is a hallmark of emotional intelligence. We need to develop the ability to accurately assess the other person or the group and respond accordingly. The first step toward skilful social behaviour is social knowledge or awareness. Such awareness or ability to tune into others and feel what they are feeling is called empathy. Without empathy, we have difficulty in sustaining relationships. People with high EQ have a number of strong relationships in all areas of their lives.

As we concentrate on developing, ourselves, we focus inward to improve our self-knowledge, attitudes and behaviour. We improve our relationships, however, by focussing outward, to others by paying careful attention to feel other person instead of ourselves. We must observe carefully with our eyes, and listen with hypersensitive ears.

One of the ways to become aware of the other person is to show empathy, the ability to understand another person's feelings by remembering a similar experience from our own life. We try to learn how and why they feel this way, and try to see things from their point of view. There can be now empathy without self-awareness of our own emotions, however, because we must relate to what they are going through on a personal level.

Admit your Mistakes: Mistakes even the simplest ones can lead to conflict and mistrust and consequently to a total communication breakdown. To prevent this, be honest. Admit your mistakes. Apologize. Don't lie, don't try to judge it, and don't try to blame someone else. Be upfront about it and say 'I am sorry, it's my fault'. This way you are presenting communication breakdown that would only make the situation worse. You are also, in the longer term, helping people to like you more, because they will admire your honesty.

Praise Where Praise is due: There is nothing like a word on two of praise to make someone feel good and maintain their enthusiasm, and consequently their performance in the workplace. Criticism is only acceptable if it leads to positive communication that will eliminate errors and enhance performance.

Our confidence grows and our self-being is enhanced. Just as important are our feelings about the person who has delivered the praise; inevitably, the relationship will have been reinforced.

Nevertheless, remember that praise and compliments must be deserved and sincere. And do distinguish between praise and flattery.

Without doubt, giving praise and criticism brings us back to EQ and the importance of being able to empathize with every member of your staff, family etc. Feeling empathy is absolutely vital if we are going to achieve effective communication, and therefore quality performance.

Dealing with Problems: Dealing with problems in a positive manner is a vital part of emotional intelligence and communication and helps to enhance productive environment. It is important to realize that there is a problem. Because problems can cause anxiety, we try to avoid, ignore or

procrastinate when dealing with difficult issues in our lives.

Feedback: The effective communication will keep the leader updated about progress, in other words give him or her feedback.

The effectiveness of feedback can be compared to a modern aircraft's autopilot, which works on the basis of error correction, it is correcting itself on the basis of going off course. It is important for everyone in business to have accurate information as to where they're going wrong, because that gets them back on the right course.

The Way to Say it: Sir John Harvey-Jones was one of the most famous industrialists in the U.K. After his retirement from ICI, he became a much sought-after conference speaker, and his trouble-shooter TV Programmes were compulsive viewing. One of his great skills is his ability to communicate and the way in which he does it, by imparting constructive criticism without being offensive. Brought into advice on how to improve a company's performance and streamline its image. Sir John would always advise, never tell.

There is a big difference between advising and telling. The persons giving the instructions (or in Sir John's Case, Possible solutions) has to command the respect of the people under him or her in order to get the desired results.

Emotional Intelligence may explain the variation in disruptive behaviour. EQ involves the ability to recognise and manage one's own emotions and read and deal effectively with other people's feelings.

Emotions are not just a matter of the heart. Recent advances in research have shown that they are also a result of brain biochemistry. These conclusions come from neuroscience, evolution, medicine, psychology, and management. Emotional signals in the brain are felt throughout the body — in the gut, in the heart, in the head, in the neck, and so on. These sensations are important signals: If we learn to read them, they will help us make decisions and initiate action. **Thinking of the positive things that are true, honest and good will put you in a positive state if mind.(3)**

Your EQ can continue to increase over your lifetime, and can even be improved in every arena of your life. In fact, life itself is the laboratory where we build greater EQ. You can work on your Emotional Intelligence when you are alone, or when you are with your employees, co-workers, family, friends, neighbours, or acquaintances. It will take 3-6 months to make any substantial improvement in emotional intelligence, but the payoff is worth it if you answer yes to any of these questions:

Do you want to be more in control at work or at home?

Would you like to be able to deal more effectively with personal stress?

Would you like to have a wider circle of influence?

Do you want to commit to and move ahead with your goals?

Would you like people around you to be more productive?

Do you long to take risks and overcome your fear of change?

Would you like to develop a more positive and hopeful attitude?

And, finally, do you want to live a more satisfying and successful life?

We can't really separate the rational from the emotional any more than we can separate our work from our personal lives. The quality of one is inextricably linked to the other: what we learn off the job translates into lessons on the job, and vice versa. The positive discipline and positive reinforcement you use with your child, for example, can be duplicated with your employees; relating better with your workers will bring positive rewards at home, as well.

What makes life difficult is that the process of confronting and solving problems is a painful one. Problems, depending upon their nature, evoke in us frustration or grief or sadness or loneliness or guilt or regret or anger or fear or anxiety or anguish or despair. These are uncomfortable feelings, often very uncomfortable, often as painful as any kind of

physical pain, sometimes equalling the very worst kind of physical pain. Indeed, it is because of the pain that events or conflicts engender in us that we call them problems. And since life poses an endless series of problems, life is always difficult and is full of pain as well as joy.

Yet it is in this whole process of meeting and solving problems that life has its meaning. Problems are the cutting edge that distinguishes between success and failure. Problems call forth our courage and our wisdom; indeed, they create our courage and our wisdom. It is only because of problems that we grow mentally and spiritually. When we desire to encourage the growth of the human spirit, we challenge and encourage the human capacity to solve problems, just as in school we deliberately set problems for our children to solve. It is through the pain of confronting and resolving problems that we learn. **As Benjamin Franklin said, 'Those things that hurt, instruct'.** It is for this reason that wise people learn not to dread but actually to welcome problems and actually to welcome the pain of problems.

Most of us are not so wise. Fearing the pain involve, almost all of us, to a greater or lesser degree, attempt to avoid problems. We procrastinate, hoping that they will go away. We ignore them, forget them, pretend they do not exist. We even take drugs to assist us in ignoring them, so that by deadening ourselves to the pain we can forget the problems that cause the pain. We attempt to skirt around problems rather than meet them head on. We attempt to get out of them rather than suffer through them.

It will become clear that these tools are techniques of suffering, means by which we experience the pain of problems in such a way as to work them through and solve them successfully, learning and growing in the process. When we teach ourselves and our children discipline, we are teaching them and ourselves how to suffer and also how to grow.

Some elements include in our growth are: delaying of gratification, acceptance of responsibility, dedication to truth, and balancing.

Delaying gratification is a process of scheduling the pain and pleasure of life in such a way as to enhance the pleasure by meeting and experiencing the pain first and getting it over with. It is the only decent way to live.

The issue is important, because many people simply do not take the time necessary to solve many of life's intellectual, social or spiritual problems. **Self-discipline is self-caring. (4)**

We cannot solve life's problems except by solving them. This statement may seem idiotically tautological or self-evident, yet it is seemingly beyond the comprehension of much of the human race. This is because we must accept responsibility for a problem before we can solve it. We cannot solve a problem by saying 'It's not my problem'. We cannot solve a problem by hoping that someone else will solve it for us. I can solve a problem only when I say 'This is my problem and it's up to me to solve it'. But many, so many, seek to avoid the pain of their problems by saying to themselves: 'This problem was caused me by other people, or by social circumstances beyond my control, and therefore, it is up to other people or society to solve this problem for me. It is not really my personal problem'.

The extent to which people will go psychologically to avoid assuming responsibility for personal problems, while always sad, is sometimes almost ludicrous.

The next tool of discipline or technique of dealing with the pain of **problem-solving**, which must continually be employed if our lives are to be healthy and our spirits are to grow, is dedication to the truth. Superficially, this should be obvious. For truth is reality. That which is false is unreal. The more clearly we see the reality of the world, the better equipped we are to deal with the world. The less clearly we see the reality of the world – the more our minds are befuddled by falsehood, misperceptions and illusions – the less able we will be to determine correct courses of action and make wise decisions.

What does a life of total dedication to the truth mean? It means, first of all, a life of continuous

and never-ending stringent self-examination. We know the world only through our relationship to it. Therefore, to know the world, we must not only examine it but we must simultaneously examine the examiner. Psychiatrists are taught this in their training and know that it is impossible to realistically understand the conflicts and transferences of their patients without understanding their own transferences and conflicts. For this reason psychiatrists are encouraged to receive their own psychotherapy or psychoanalysis as part of their training and development. The life of wisdom must be a life of contemplation combined with action.

Openness in psychotherapy is particularly encouraged (or demanded, depending upon your point of view) by the technique of 'free association'. When this technique is used the patient is told: 'Put into words whatever comes into your mind, no matter how seemingly insignificant or embarrassing or painful or meaningless. If there is more than one thing in your mind at the same time, then you are to choose to speak that thing about which you are most reluctant to speak.' It's easier said than done. Nonetheless, those who work at it conscientiously usually make swift progress.

To create this atmosphere it is essential for therapists to bring to their relationships with patients a total capacity for openness and truthfulness.

The energy required for the **self-discipline of honesty** is far less than the energy required for secretiveness. The more honest one is, the easier it is to continue being honest, just as the more lies one has told, the more necessary it is to lie again. By their openness, people dedicated to the truth live in the open, and through the exercise of their courage to live in the open, they become free from fear.

Balancing is the discipline that gives us flexibility. Extraordinary flexibility is required for successful living in all spheres of activity. To use but one example, let us consider the matter of anger and its expression. Anger is an emotion bred into us (and into less evolved organisms) by countless generations of evolution in order that our survival may be encouraged.

Mature mental health demands, then, an extraordinary capacity to flexibly strike and continually restrike a delicate balance between conflicting needs, goals, duties, responsibilities, directions, etc. The essence of this discipline of balancing is 'giving up'. Balancing is a discipline precisely because the act of giving something up is painful.

Most mystics understand the truth that was elaborated at the end of the discussion of discipline: namely, that we must possess or achieve something before we can give it up and still maintain our competence and viability. The infant without its ego boundaries may be in closer touch with reality than its parents, but it is incapable of surviving without the care of these parents and incapable of communicating its wisdom. The path to sainthood goes through adulthood. There are no quick and easy shortcuts. Ego boundaries must be hardened before they can be softened. An identity must be established before it can be transcended. One must find one's self before one can lose it. The temporary release from ego boundaries associated with falling in love, sexual intercourse or the use of certain psychoactive drugs may provide us with a glimpse of Nirvana, but not with Nirvana itself. Lasting enlightenment or true spiritual growth can be achieved only through the persistent exercise of real love.

You can achieve and do anything you want with this knowledge. In the past you may have underestimated how brilliant you are. Well, now you know you are the Supreme Mind and that you can draw anything you want from that One Supreme Mind. Any invention, any inspiration, any answer, anything. You can do anything you want. You are a genius beyond description, so start telling yourself that and become aware of who you really are.

All power is from within and therefore under our control. It is in your awareness of that power, and through holding that power in your consciousness.

Your mind can be like a runaway steam train if you let it. It can take you off to thoughts of the past, and then take you off to thoughts of the future by taking past bad events and projecting

those into your future.. **Your thoughts become things. (5)**

When you are aware, you are in the present and you know what you are thinking. You have gained control of your thoughts, and that is where all your power is.

If you really want to reach success, you can't depend on the wind. You have to learn how to row. (6)

Principles for managing Problems Positively:

1. Don't underestimate.
2. Don't exaggerate.
3. Don't wait.
4. Don't aggravate.
5. Motivate.
6. Dedicate.
7. Communicate.

Conclusion

True emotional intelligence is being able to appropriately call upon information from the emotional centre of the brain, and balance that with information from the rational centre of the brain.

Life is a series of problems. Do we want to moan about them or solve them? Do we want to teach our children to solve them?

Discipline is the basic set of tools we require to solve life's problems. Without discipline we can solve nothing. With discipline, intelligence some techniques, we can solve many problems. The actions we create in our life are mostly based on our emotions and emotional intelligence. It makes sense that when individuals have a great sense of communication and organizational skills, they will be lead to having the ability to make proper decisions and interactions with others. What we learn from our own emotions will allow us to pursue the life style we want to live and create more of what we want in our lives, rather than what we don't. Emotional intelligence is a trait that can always be nurtured and strengthened in all of us, but without having a developed sense of it, the individuals will lack loving friendships, internal happiness and generally be relegated to living a life of low social

functioning. Becoming more aware of the impacts and differences of EQ and IQ often makes us believe that EQ is sufficiently more important than one's general intelligence because being true to oneself is the easiest way of living life to the fullest. In this global age, it is necessary to compile a high sense of emotional awareness.

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