

# Emotional Intelligence

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## *Abstract*

*The objective of this paper is to introduce the readers to understand the meaning (and its factors) of emotional intelligence which consists of self-awareness, self-regulation, motivation, empathy, and social skills. Psychologists, who conduct research in this field believe, that emotional intelligence is important for human daily life as it helps the people to be successful in doing all activities, such as learning and working. Thus, psychologists try to create tests to measure human emotional intelligence. They are presented via the website, in the form of rating scales through statement items and simulated situations to check EQ scores.*

**Keywords:** *Emotional intelligence, awareness of emotions, managing emotions, self-motivation, empathy, handling relationships, optimism.*

## **Introduction**

For most of the last century, scientists have acknowledged the hardware of the brain and the software of the mind. Cognitive theory cannot simply explain the questions we wonder about most, for example:

- ◆ Why some people just seem to have a gift for living well
- ◆ Why the smartest kid in the class will probably not end up the richest
- ◆ Why some people remain buoyant in the face of troubles that would sink a less resilient soul.
- ◆ What qualities of the mind or spirit, in short, determine who succeeds?

The phrase “emotional intelligence” was coined in 1990 by a Yale psychologist, Peter Salovey, and John Mayer, also a psychologist from the University of New Hampshire (Salovey and Mayer 1990) to describe certain qualities, for example, understanding one’s own feelings, empathy for the feelings of others, and the regulation of emotion in a way that enhances

living. Five years later, Goleman (1995) claimed that success in life is more markedly influenced by emotional intelligence than by IQ.

Emotional intelligence refers to a set of capabilities that are separated from IQ but necessary for success in life, in the workplace, in intimate personal relations, and in social interactions. Goleman (1995) has extended the work of Salovey and Mayer (1990) by separating the components of emotional intelligence into: (i) personal component, and (ii) interpersonal component.

## **Personal Component of Emotional Intelligence**

The foundation of emotional intelligence is self-knowledge. It involves an awareness of emotions; or self-awareness, an ability to manage those emotions; or self-regulation, and self-motivation. (Wood and Wood 2000).

Awareness of our own emotions, and recognizing and acknowledging feelings as they happen, are at the very heart of emotional