**EMOTIONAL INTELLIGENCE: THE GREAT PREDICATOR OF SUCCESS**

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1. **INTRODUCTION**

The word emotion has been derived from the Latin word “emovere” which means ‘to stir up’ or ‘to excite.’ Emotions are thus an agitated or excited state of mind and body. According to Charles G. Morris “emotion is a complex affective experience that involves diffuse physiological changes and can be expressed overtly in characteristics behavior patterns. Intelligence on other hand must be understood as the mental capacity or mental energy available with an individual at a particular situation. David Wechsler “Intelligence is global capacity of an individual to act purposefully, to think rationally, and to deal effectively with his environment.” Emotional intelligence is the product of once heredity and its interaction with his environmental forces. Emotional intelligence is attributing of self-awareness, self-management, social-awareness and social skills. Emotional intelligence has a successful role in one’s life. People who have a control over emotions can manage their life and feelings well, and deal effectively with other people’s life and feelings, while the people who cannot control over their emotions fight inner battles that sabotage their ability to focus life and think clearly. Goleman to be intelligent in life is to solve new problems and to deal with diverse situations. According to Greek philosopher Aristotle “anyone can became angry that is easy. But to be angry to right person, to the right degree, at the right time, for the right purpose, and in the right way that is not easy”. Thus emotional intelligence is also capacity to build strong social relationship with life and people.

1. **HISTORY AND EVALUATION OF EMOTIONAL INTELLIGENCE**

The first Harvard psychologist Howard Gardner who differentiated, between two things one is intellectual and second one emotional capacities and introduced his theory of multiple intelligence 1983, He also including interpersonal and intra personal intelligence. The famous Psychologist, Edward Lee. Thorndike explained the solid role of emotional intelligence in, 1920. With the helping concept of social intelligence, Thorndike defined social intelligence as “the ability to understand and manage men and women, boys and girls to act wisely in human relations”. Human beings are commonly engaged with relationship at home and at work. Irrespective of the nature of work, failure and success depends upon the effective management of emotions, while dealing with the society of the people.

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In the works of [Charles Darwin](http://en.wikipedia.org/wiki/Charles_Darwin) it were observed the importance of emotional expression for survival the first one and, second, adaptation. It gives a clear indication of emotional intelligence. Intelligence at its traditional phase nearly 1900s emphasized on Cognitive aspects such as memory and problem-solving. During the time several other researchers in the intelligence field of study had to highlight the importance of non-cognitive aspects also. For instance, as early as 1920, the first example is [E.L. Thorndike](http://en.wikipedia.org/wiki/E.L._Thorndike) 1920, used the term [social intelligence](http://en.wikipedia.org/wiki/Social_intelligence) in order to describe the skill of understanding and managing other people. Another researcher Stemberg 1988 through his Tiarchic theory of intelligence also carried out the concept of social intelligence in the name of contextual intelligence. The capacity of making adjustment to various related component of one’s intelligence with one’s context with a proper selection of contexts can improve one’s environment in a proper way. It is found that that without having a high intelligence quotient (I.Q) one can have high contextual intelligence i.e., the ability to lead one’s life successfully. [David Wechsler](http://en.wikipedia.org/wiki/David_Wechsler) in 1940 discovered the influence of non-intellective factors on intelligent behavior and further argued that our models of intelligence would not be complete until we could adequately describe these factors. [Howard Gardner](http://en.wikipedia.org/wiki/Howard_Gardner)'s In 1983, Frames of Mind,The Theory of Multiple Intelligences promotes the idea of [multiple intelligences](http://en.wikipedia.org/wiki/Multiple_intelligences) which included both interpersonal intelligence and intrapersonal intelligence, first one (the capacity to understand the intentions, motivations and desires of other people) and second one (the capacity to understand oneself to appreciate one's feelings, fears and motivations). In Gardner's view traditional types of intelligence such as intelligence quotient ([IQ](http://en.wikipedia.org/wiki/IQ)) fails to fully explain cognitive ability. Intelligence lacks the ability to fully explain performance outcomes.

Wayne Payne in [doctoral thesis](http://en.wikipedia.org/wiki/Doctoral_thesis), A Study of Emotion: Developing Emotional Intelligence from 1985. Leuner introduced the term Emotional Intelligence in 1966. The other educational scientists like Stanley Greenspan 1989 Salovey, Mayer in 1990, and Daniel Goleman in 1995, put forward “emotional intelligence model”. Emotional intelligence ability and emotional intelligence trait was introduced byZimbardo and Gerring in 2000. John Mayer and Dr. Peter Salovery through their scientific measurement tried to know differences among people in terms emotional ability. Thus they first introduced the “Emotional intelligence” in 1990. But the whole credit goes to Daniel Goleman an American psychologist who popularized the term Emotional intelligence; in explained manner why it can matter more than intelligence quotient (I.Q) which was published in 1995.

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Parents can’t deal properly with the emotion of their children as they don’t have dispensed with emotional skills. In the growing modern societies, where single family concept has taken the birth and parents have little time to spend with their children. Family as first institution of learning thus lacks the quality to development regarding their children. We see the schools particularly teachers are playing crucial role to nurturer the emotional skills among children. Most of the problems of life, home, family, regional, political problems, wither childhood or adolescent problems have an emotional cause. The cause of mismanagement and mishandling, the emotions, feelings and sentiments. Scientific research has proved that the functioning of brain indicates information about emotional skills is easier in formative years than childhood and adulthood, because of stress, competitions, and on performance basis intensive emotional aspects starts to role one’s life. The support and role of guidance and counseling service brought revolution with the contribution of Daniel Goleman, not only in one’s life but also physical and mental health problem areas. Daniel Goleman has revolutionized the workplace management. Emotional intelligence model clearly indicates that one’s emotional make up is directly related to one’s ability to deal properly others and with own feelings. Emotional intelligence in terms of emotional quotient has great educational and social implications for the achievements of the individual and the society. This fact has now been recognized and given practical shape and implication all round the globe. Daniel Goleman the revolutionary one had given the scope and significance of emotional intelligence in his writings.

* I.Q. 3 times lesser than E.I, E.I more powerful than I.Q.
* E.I contributes 80% to success in life; the other force I.Q. Contributes only 20%.
* E.I. Predict success. I.Q & SAT scores in schools do not.
* E.I. helps more than I.Q. In working situations also or even professional skills and competencies.
* Through the various components life, like self-awareness. Empathy, managing the emotions, motivating oneself and handling relations. E.I. helps ion all spheres of life.

John. D. Mayer and Peter Salovery a Yale psychologist of the University of New York Hampshire in their 1997 book “Emotional Intelligence” has given explanation of emotional Intelligence. It has defined as the capacity to reason with; to perceive of emotions, the integration of thought, the understanding and the management.’ Personality traits such as empathy, motivation, persistence, warmth, Social skill and various characteristics, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­­­­­­­\_\_\_\_\_\_\_\_

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2. [King & Ronnel B.](http://www.eric.ed.gov/ERICWebPortal/search/simpleSearch.jsp?_pageLabel=ERICSearchResult&_urlType=action&newSearch=true&ERICExtSearch_SearchType_0=au&ERICExtSearch_SearchValue_0=%22King+Ronnel+B.%22) (2012). Journal Articles; Reports–Research;[*The Role of Theories of Intelligence on Academic Emotions*](http://www.eric.ed.gov/ERICWebPortal/search/recordDetails.jsp?searchtype=keyword&pageSize=10&ERICExtSearch_SearchValue_0=emotions+intelligence&eric_displayStartCount=1&ERICExtSearch_SearchType_0=kw&_pageLabel=RecordDetails&objectId=0900019b8063d792&accno=EJ985134&_nfls=false)*,* v22 n6 p814-819.

Such as self-motivation ability to think all such traits are determined by Intelligence quotient (E.Q).’ There are lots of competencies and skills that drive leadership performance only because of emotional intelligence as Daniel Goleman observed. Goleman's model comprised of five main EI constructs.

1. The ability to perceive one’s emotions, to judge one’s emotions, to know weaknesses and strengths is known as self-awareness.
2. The controlling or redirecting one's disruptive emotions and impulses and adaptability in changing situations or circumstances is an act of Self-regulation**.**
3. The management of relationships through emotional state with desired direction is [Social skill](http://en.wikipedia.org/wiki/Social_skill) in terms of emotional intelligence.
4. To know one’s feelings and to support especially on decisions making process is an empathic act.
5. The derivation of achievement is one of the construct of emotional intelligence.

According to Goleman [emotional competencies](http://en.wikipedia.org/wiki/Emotional_competence) are learned capabilities and are developed to achieve outstanding performance. Goleman says that every individual is born with a general emotional intelligence that defines potential for learning emotional competencies. Mayer, Roberts, & Barsade in 2008, criticized Goleman in "[pop psychology](http://en.wikipedia.org/wiki/Pop_psychology)" and defined that Emotional intelligence like general intelligence is the product of one’s heredity and interaction with environmental forces.Emotional intelligence as (EI) is the ability to identify, assess, and control the [emotions](http://en.wikipedia.org/wiki/Emotions) of one-self, and others. Emotional intelligence is divisible into two sect’s ability *(*EI) and trait *(*EI). Through maximum performance tests ability EI is measured. It has stronger relationships with traditional intelligence, whereas trait (EI) is measured by self-report questionnaires and has stronger relationships with personality. The concept of (EI) defined by Salovey and Mayer set standard criteria for a new intelligence.Due to continuity of their research the definition of EI was revised to "The ability to perceive emotion, integrate emotion to facilitate thought, understand emotions and to manage emotions to promote personal growth." Emotions are mostly related with affective domain of the individual and intelligence as general, thus emotional intelligence clarifies bringing of intelligence among emotions, means proper usability of emotions at the agitate point. It is emotional intelligence that checks the dealings of emotions. It gives an individual one kind of control and application to make a successful performance generally as well as occasionally.

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3. **EMOTIONAL INTELLIGENCE AS A PREDICATOR OF SUCCESS**

General intelligence is measured as intelligence quotient Or (I.Q) considered the greatest predictor of success in life- academics, social, vocational or professional field. But Researches experiments conducted in the 90’s onwards have challenged over- dominance of intelligence and onwards have tried to challenge such over- dominance of intelligence and replace it with emotional intelligence as its measure emotional quotient or (E.Q) instead of intelligence quotient (I.Q) reveals that (E.Q) the greater predictor of success. Now the need of hour is to bring intelligence to emotions. The growing competitive world itself is evident that people face different situations over their expectations. Emotional intelligence as grounded primaries in psycho-biology and modern neurosciences comprises emotional intelligence happiness and success in life; it just matters just as much as intellectual ability (IQ) matters. With the intensive influence of emotional intelligence we can build stronger relationships, success in work, and achievement of career and personal goals. General intelligence is not so enough to prove us successful in life and profession. Through emotional intelligence Quotient we can boost skills. We probably know about the people who are academically brilliant and yet are socially unsuccessful in their personal life, relationship and work. Emotional quotient (EQ) helps to release tension, stress and emotions in crucial situations essentially in exams. The development of emotional intelligence may yield productivity and success among individuals. The embracement and drawings of emotional intelligence are found in branches of behavioral, emotional and communication theories. Emotional intelligence development contains elements that helps to reduce stress, conflict, and brings improvement in relationship and understanding. It also increases stability, continuity and harmony. Emotional intelligence affects performance at work. Emotional intelligence helps to improve physical health, mental health and to build relationship. Emotionally intelligent people are well adjusted in every sphere of life. Emotional intelligence changes with age and experiences. The levels of emotional intelligence determine the characteristics associated with codependency be better explained by emotional intelligence (EI). It is said that intelligence predicts negative emotions such as anger, anxiety, shame, hopelessness, and boredom etc. as well as positive emotions like hope, joy, and pride etc. we can imagine that intelligence and emotions are significantly correlated to each other. Emotionally intelligent individuals could help in management of emotions, as compared to less emotionally intelligent individuals.

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4. **EMOTIONAL INTELLIGENCE IS AN ABILITY**

Emotions and Intelligence are functioning significantly on control-value of achievement emotions. The ability-based model based on emotions is useful sources of information that promotes help to make sense of recognition and navigate the social environment. Individuals vary in their ability to process information on the basis of emotional nature, as the model proposes that individual ability to relate emotional processing to wider the cognition.

Emotionally intelligent person will be termed in proportion of following ability:

1. To perceive and identify numerous emotions among others (through readings of face expression, body language and voice tone etc.
2. To Sense the own feeling and emotions;
3. To perceived emotions in-corporately, in the thought (such as by using his emotions, analyzing the feelings, problem solving attitude, decision making process etc.
4. To have a proper judgment and understanding of the nature, intensity and outcomes of the emotions;
5. To Exercise proper control and regulation over the use of emotions in dealing with social environment and so as promote harmony, prosperity and peace among the society and himself.

Through the explanation, of Mr.Yetta lautenschlarger (1997) teaching fellow of Hamden, Connecticut U.S.A. He writes that an emotional intelligent proficiency in four A’s i.e., Awareness, Acceptance, Attitude and Action.

1. Knowing what you are feeling when you are feeling is awareness.
2. Emotions are a biological process taking place in the body and the brain and don’t have rationality always. It means feeling the emotion without judging it. It is acceptance, means to accept the nature of emotions.
3. Beliefs that are attached to emotion are attitude. Formation of emotional attitude or using the attitude is challenged; the continuity of emotions in the same direction is attitude.
4. Behaviour based on emotion and attitude is called action. Emotional behaviour and emotional attitude is action.

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On the Basis, We can understand the emotional intelligence of an individual as a unitary ability (related to, but independent of standard intelligence) it is helpful in knowing, feelings and judgment of emotions in correlation with one’s thinking process as to behave in a proper way, for the ultimate realization of the happiness and welfare of the self/individual in cooperation with others.

1. **TRAIT (E.I) AND ATTRIBUTES OF EMOTIONAL INTELLIGENCE**

Emotional intelligence changes with age and experiences. Persistency and effort are the characteristics of emotional intelligence. Emotional intelligence "trait EI" or "trait emotional intelligence is a constellation of emotion-related self-perceptions. The dispositions are located at the lower levels of personality hierarchies. The validity of trait (EI) by the exploration of relationships with cognitive ability and emotions are predicted through perception accuracy beyond overall competences. Trait (EI) has essential multifaceted implications for the socialization of the students. Emotional intelligence found to be predictive and active coping strategy. Emotional intelligence is motivational, flexible, cohesive, goal-driven Productive, satisfactory, competent and qualitative with respect to its attributes. Emotional Knowledge withers tacit, explicit or experiences are the effective and efficient means to help in understanding the goal. Requirements are maximized to efforts. Emotional intelligence has less or more attributes, but most common four attributes as under:

1. **Self-awareness**: When a person recognize his own emotions and how they affect his thoughts and behavior, know her strengths and weaknesses, and have self-confidence. It means he is having self-awareness.
2. **Self-management**: When a person is able to control his feelings and behavior, and manage his emotions in healthy and proper way, and will take the initiatives, follow through on commitments, and have an adoptability to change in the circumstances. It is called his self-management.
3. **Social awareness**: When a person understands his emotions, needs, and concerns of other people, pick up on emotional cues, feel comfortable socially, and recognize the power dynamics in a group or organization. It means he is socially aware.
4. **Relationship management**: When a person develops and maintains good relationships, communicate clearly, inspire and influence others, work, and manage conflict.It means he is having relationship management.

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Thus, Emotional intelligence (EQ) is the ability to identify, use, understand, and manage emotions in positive ways to release stress, communicate effectively, empathize with others, overcome challenges, and remove conflict. People can use this understanding of emotions to relate better to other people, form healthier relationships, achieve greater success at work, and lead a more fulfilling life. The concept of emotional intelligence is referred to as "soft skills," "character" or even "communication skills". The more recent idea of [Emotional Intelligence](http://www.mindtools.com/pages/article/newCDV_59.htm) Quotient (EQ) suggests the precise understanding of a specific kind of human talent. Emotional quotient (EQ) is an ability to recognize feelings of own and those of others and manage emotions to create strong relationships. Learning to develop [Empathy](http://www.mindtools.com/pages/article/EmpathyatWork.htm) is essential for emotional intelligence, as is communicating effectively and practicing [Empathic Listening](http://www.mindtools.com/CommSkll/EmphaticListening.htm). These all help you really understand the other person's perspective. Emotional intelligence is a capacity to reorganize our feelings and other also, motivating ourselves, and for managing emotions well in our relationships. Emotional intelligence includes self-awareness, accurate self-assessment, and self-confidence, self-control, trustworthiness, conscientiousness, adoptability, achievement orientation, and social- awareness which consist of empathy.

1. **CONCLUSION**

Human resources development depends up on individual development in all aspects of life physical, technical, moral, ethic, intellectual, spiritual, social cultural, political and psychological, one of most successive one as mentioned by psychologists is emotional aspect of once personality that is greatest predictor of success among individual life. . Emotional intelligence impacts many different aspects of your daily life, the way of behave and the way of interaction with others. If you have high emotional intelligence you are able to recognize your own emotional state and the emotional states of others, and engage with people in a way that draws them to you. The process and outcomes of emotional Intelligence development also contains many elements known to reduce stress for individuals and organizations, by decreasing conflict, improving relationships and understanding, and increasing stability, continuity and harmony.

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