



Emotional Quotient: Meaning, Definition, Components and Benefits

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Emotional Quotient: Meaning, Definition, Components and Benefits!

Meaning:

Emotional quotient is a buzzword in recent times. Time and again, it is suggested that a manager should possess a fair amount of intelligence quotient along with emotional intelligence in order to become successful. It is proved that effectiveness of an organization depends on the efficiency of the managers.

The emotions of a human being can be love, hatred, anger and happiness. The manager has to control these emotions to a certain extent so that they can handle any situation with calmness. The ability to manage emotions is measured through emotional quotient.

Definitions:

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According to Dr Goleman, 'emotional intelligence is defined as a set of skills or competencies, which provide human resource professionals, managers, and anyone in the world of work, with a comprehensive tool to define, measure and develop emotional skills'. Emotional intelligence can also be defined as the capacity to recognize our own feelings and those of others for motivating ourselves and managing emotions well in our social interactions.

Emotional quotient consists of five important dimensions:

1. Knowing one's emotions.
2. Controlling one's emotions.

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3. Recognizing emotions in others (empathy).
4. Controlling emotions in others.
5. Improvement in emotional control.

Components of Emotional Intelligence:

Daniel Goleman has identified a set of emotional competencies that differentiate individuals with their emotional intelligence.

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1. Self-awareness:

The capacity for understanding one's emotions, strengths, weaknesses and self-confidence.

2. Self-management:

The capacity for efficiently managing one's motives and regulating one's behaviour, self-control, adaptability, achievement, orientation and initiative.

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3. Social awareness:

The capacity for understanding what others are thinking and feeling, and act as they do.

4. Social skills:

The capacity for acting in such a way that one is able to get the desired results from others and reach personal goals, developing others, leadership, conflict management and teamwork.

Benefits of Emotional Intelligence:

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Judicious applications of emotional intelligence can lead to the following results:

1. Understanding and enhancing emotional intelligence enhances management skills.
2. It can provide team effectiveness.
3. It assists managers to have flexible planning.
4. Emotional intelligence assists managers in motivating others.
5. Better decision-making comes from a balance between head and heart.
6. It can help a person achieve a whole range of career development factors such as leadership, decision-making, open communication, trusting relationship and customer loyalty.

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