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## NEED OF EMOTIONAL INTELLIGENCE IN ACADEMICS & PROFESSIONS

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### ABSTRACT

*Emotions are part of human biological nature and move with human wherever they go. Emotions have relevance in academics and society including the business organizations. The paper studies that a person success is not only dependent on IQ, but also on Emotional Intelligence (EI). EI is not something that can be developed all of sudden, but it is an inherent part of human nature that needs to be groomed. It is the capacity of knowing, understanding and regulating emotions of self and others. Therefore, sound Emotional Intelligence (EI) skills, can help gain fruitful results. The paper focuses on defining the significance of Emotional Intelligence (EI) in 2 (two) important aspect of persons life i.e. academics and professional. Through the study of existing literature, the paper summaries on showcasing EI place at different stages and activities of academics and professions. Also the paper makes an appeal to B-schools and other professional institutions to inculcate EI in their course structure, as the topic is well in talk but its implementation still remains a question in darkness. However, the study is purely secondary, leaving the scope for empirical research in the area, so that EI grooming of students and corporate can be well thought by the management practitioners.*

**Keywords:** *Emotions, Emotional intelligence, Academics, professions and Professional institutions.*

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## INTRODUCTION

Emotions are part of human biological nature that moves with person wherever he/she goes. It has its relevance in all aspects of human life. A person's success is not only dependent in IQ, but a major part of it depends on Emotional Intelligence (EI). EI cannot be developed all of a sudden, but need to be groomed, it's a journey of knowledge and experience without any numerical value (Sen, 2008).

Emotional Intelligence refers to the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in us and in our relationships (Daniel Goleman, 1998). Goleman suggested four main EI constructs to attain required competencies and skills for a good leadership style. These competencies are as follows:

1. Self awareness- knowing ones feelings.
2. Self management- regulating ones feelings.
3. Social awareness- knowing others feelings
4. Relationship management- regulating others feelings for building better relationship bond.

The concept of EI is not new. It has its existence from ancient times in different forms, even our mythological literatures like Ramayana, Mahabharata and Holy Gita gives preaching on knowing, controlling and regulating emotions. During centuries, it has further been refined through different names like social intelligence, non-intellective intelligence, emotional competencies, etc with different perspective (Sharma, 2008). The term Emotional Intelligence was first coined in the year 1988 by Reuven Bar-On in his doctoral dissertation. It was only in 1995 that the concept gained popularity when introduced by Daniel Goleman in his paper *Emotional Intelligence: Why it can matter more than IQ*. Many research till date has been done on EI in different sectors, thus ironing the concept and defining its relevance in all the aspects.

As managers, EI relevance cannot be undefined. It is manager who is the soul of a successful organization, one who has to frequently deal with different people on random basis. This makes significant for managers to have sound EI, but the question arises should this important skill be left untaught at the educational institutes for the students to learn by their own experience, or

shouldn't the education house take initiative to give students some basics upon which they can groom their EI.

### **OBJECTIVE**

The study depicts the significance of Emotional Intelligence in the academic and professional of an individual. Here it has been tried to showcase the importance of EI in all aspect of life. Accordingly, an appeal is made to inculcate EI as a part of course curriculum in the B-Schools, so that managers can be better equipped to meet the challenges of the competitive market. Also, an attempt to portray foresighted thought of including EI as a part of course structure of other professional houses, to turn into reality can be achieved.

### **METHODOLOGY**

The study is based on the survey of existing literature. The main source of literature collection was through internet and the online library of universities in Assam, India.

### **Discussion**

The concept of Emotional Intelligence has coined its relevance in all aspects since long back, but its place in our educational system is still missing. Since the term Emotional Intelligence was popularized by Daniel Goleman in his article, many researchers have come forward and consistently proven its importance in various aspects of academic, social and professional life. Therefore, it has become educational institution's duty to equip their students with the weapon of Emotional Intelligence along with high Intelligent Quotient (IQ). If students are to develop essential life skills and the ability to think constructively and act wisely, the emotional mind must be understood and considered central to education, Nelson et.al. (2006) .EI is a vehicle to improve the socio-emotional development of students. If we wish to build a complete individual, prepared for the society of the future, we must educate our students and children in the effective and emotional world. Emotionally intelligent students have high psychological and emotional wellbeing, have greater interpersonal network and social support and less destructive behavior can better handle stressful situations and get lesser attracted towards addictive substances. EI inclusion in the classroom teachings of the education system will help develop a better society and will contribute positively towards student's personal and social wellbeing (Extremera et.al. 2004).

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In organizational development EI has its greater significance, as the traditional iceberg *there are no sentiments in business* had been broken down long back. Emotional Intelligence act as a 'nucleus' in any organization (Sabina & Sabin-Ioan, 2010), as Brown (2005) has said, EI is important in all aspect of organizational development. It is not just a drive of competitive advantage or superior profitability, rather a differential point of technical and intellectual skills. Therefore, HRD personnels must be well trained with EI skills to cope with the demanding environment. As the HRD personnels have to deal with diverse demographic workforce with age difference (Chaudhuri & Ghosh, 2012), different level of work experience (Adeyemo, 2008), gender (Chiaburu & Gray, 2008), and there linkage to EI. EI has its impact on 5 dimensions of learning organization, namely- clarity of mission and vision, leadership commitment and empowerment, experimentation rewards, effective transfer of knowledge, teamwork and group problem solving (Labbaf et.al, 2011). It's an art to create synergistic effect in the organization structure right from the top to bottom (Lazovic, 2012). It is not only beneficial for organizational development, but helps create a work-life balance of employees, thus ultimately leading to organizational success (Rangreji, 2010).

EI has its working at all the managerial levels. Those who can optimally manage people and lead their working towards a common goal are considered as good managers. Therefore, it is worthy to say that good leaders can be good managers. Gandhi's philosophy of strategic change, that highlights the paramount importance of a leader who is emotionally intelligent, is as relevant today as it was in his era (Voola et.al, 2004). Leadership is one of very important ingredient to success, some leaders are born and some are made, among both those are successful, who acquire competent emotional intelligence skills. Leadership, HR functions and organizational climate and culture together build relation and thus lead to development of individual and group EI which ultimately helps achieving organizational effectiveness (Cherniss, 2001). Leadership is required in every role whether at home or at work (i.e. any type of profession). No work can achieve its defined target without the guidance of a competent leader. Emotions are intertwined with rationality and action leadership, just like any other leaders it is equally important for police leaders (Drodge et.al., 2002).

Some amount of emotional labour is required in all jobs, those of service sectors jobs requires more of emotional labour in comparison to that of technical jobs. EI is important in providing

utmost emotional labour and those with sound EI can provide with best service (Othman et.al. 2008). For e.g. Air traffic controller and pilots exercise low level of emotional labour and a high level of organizational stress, as the nature of the job demands vigilance and concentration rather than service interaction. However, airhostesses have high level of emotional labour as they are directly in touch to customers and have to maintain great service interaction (Waddar et.al. 2012). Whatever work we do is a service to the society, and to deliver the best service we need to know the art of hearing the unsaid words knowing the emotions. This theory can be implemented in all the professions like, Medical, Engineering, Lawyer, etc. or a simple shop keeper or a peasant. Understanding the gravity of EI, Medical Council of India in its Vision2015 has recommended major change in the existing curriculum for integrating ethics, attitude and professionalism in all phases of learning. Even the society demands Medical Institutes to teach, would be doctors emotional, psychological and spiritual wellbeing along with clinical competencies (Ramaswamy, 2013). Pradhan et.al, 2012 study reveals a strong positive relation between emotional intelligence and entrepreneurial orientation among the engineering students.

Organization climate has its direct effect on the working of the employees. Emotional climate of an organization is linked to individual emotions management skills which have its effect on the service to be provided and the satisfaction of the provider with the service event (Hartel.et.al. 2008). Therefore, EI skills should be well mixed with HRD interventions (Weinberger, 2002), so that positive outcome can be achieved in practice of communication, persuasive leadership, conflict management, change management and adaptive personality (Alexander et.al, 2010), team effectiveness (Othman et.al. 2009), knowledge management (Ghosh & Chakraborty, 2008), recruitment and selection (Gretarsdottir, 2008), and other HR practices.

For the organization and the society to reap the benefit of EI, the academic leaders should take initiative and come up with well defined structure to influence the students EI skills. The academic leaders have strategic role within the administrative function and can benefit from the development of emotional intelligence competencies (Coco, 2011). Therefore, the business school should consider the development of students EI as an important factor of their success and overall success of the country's corporate houses and society at large.

## **CONCLUSION**

EI plays an important role in one's success. It's an ability to deal with feelings, which are indispensable part of human nature. Researchers have proved that there are two parts of human mind one technical and the other emotional, development of one neglecting the other would be dangerous. Human, been a social living being, have to live amidst alike people with difference in opinion, to cope in such challenging environment is difficult at the risk of one's IQ only, therefore development of emotional mind is important, that's where EI step in.

Through the above discussion on EI based on the review of existing literature, it has been well portrayed that EI has its relevance in all the spheres of life. It has its utility right from the academic level to professional level without skipping its importance towards society. In organizations the HRD practices need to be well intertwined with EI competencies, so that the human resource which is considered to be the most vital asset of an organization can be well nurtured. As this topic has attracted lots of researcher's attraction and is well in debate, but its implementation is still a mystery, educators live it to parents saying that child emotional grooming starts from the time of birth and parents are their main tutors. This is true to some extent, but how can one overlook the long tenure of ones age spent in educational institutes. Therefore, it is also educator's duty to influence their pupils EI positively so that they can be better leaders.

Therefore, it is upto the educators of various professional institutes to take the matter seriously and accordingly structure their course curriculum so that along with technical skills, development of emotional skills is not left behind. However, as the study is based on existing literature, therefore its significance can further be judged on the scale of empirical research, so that the concept can be better solidified.

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