

A Review on Emotional Intelligence

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ABSTRACT

This paper reports the review on the emotional intelligence, its components, techniques and applications. EQ can be defined as one's ability to diagnose, regulate, assess, analyze and express emotions. An individual with high EQ can be a smart leader, great team player, incredible motivator and an innovative person. EI will lead to better decision-making capabilities, strong personal and social relationship, increased team performance and leadership, and finally, reduce destructive behavior which in turn promotes universal peace.

I. INTRODUCTION

Based on many proven case studies first benchers or high IQ societies fail to lead a successful life because of lack of emotional intelligence. Here's where we find the need for emotional intelligence to find its importance. Intelligence is classified into two categories as Logical intelligence and Emotional intelligence which are measured by Intelligent Quotient (IQ) and Emotional Quotient (EQ) respectively. The burgeoning growth in the field of Artificial Intelligence (AI) initially powered by IQ alone has now led to a rise in Emotional Intelligence (EI) as well.

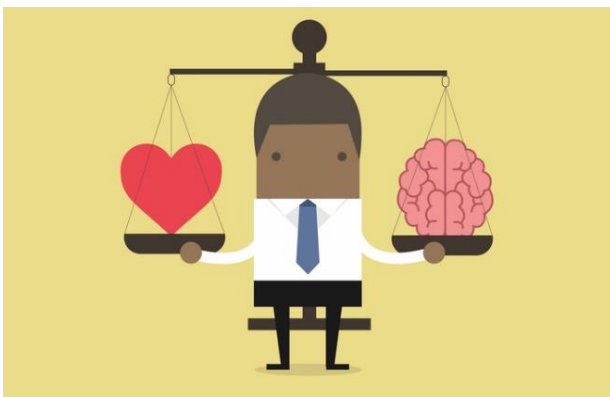


Fig.1: Balance of IQ and EQ

WHAT IS EMOTIONAL INTELLIGENCE?

In today's scenario, we tend to judge people on their marks, percentiles, and percentages on an academic perspective. But have you ever thought of one's marks on emotional stability, creative thinking, problem-solving skills, and out-of-box thinking? Research is constantly proving that judging a person on IQ or EQ alone as always been a failure. EQ can be defined as one's ability to diagnose, regulate, assess, analyze and express emotions. An individual with high EQ can be a smart leader, great team player, incredible motivator and an innovative person.

II. COMPONENTS OF EMOTIONAL INTELLIGENCE

Components of EI are broadly classified into Intra-Personal, which includes Self-awareness and Self-management. Catalysts include Energizers. Inter-Personal, which include Social awareness and Relationship management.

Intra-Personal Skill

Self-awareness: As the word describes it's all about identifying and understanding one's own emotion. This being an important measuring component EI one must carefully examine and understand the cause and effect of the day-to-day actions. Introspection is the main agenda here the more one questions oneself the better they understand themselves. This method will help us identify our strengths, weakness as well as help us of how to react and respond to other responses or reactions.

Self-management: Here the prominence is on managing and rendering one's emotions in the right way and at the right time. The main itinerary of self-management in EI is to express or allow others to express without any constraints or prejudices and to portray in a better way to handle any conflict or difficult situations.

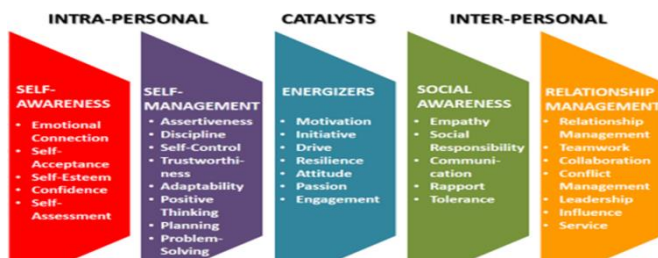


Fig.2: Components of Emotional Intelligence

B. Catalysts

Energizer: Emotionally intelligent and motivated people (The energizers) not only be preoccupied in achieving something better but also inspire others to do so. It's about being passion oriented rather than materialistic like for money or position, this not only gets in a lot of respect to the energizer but also impacts the society most positively. This pioneer brings in healthy competency and spirit of commitment.

C. Inter-Personal Skill

Social awareness: Standing in one's shoes before responding is what is expected to collaborate easily with the people. This is not about being sympathetic but to have the empathy to make the right decision concerning all aspects.

Relationship management: This social skill talks about blending and connecting with people as well as building relationships and networks. Socializing is about coming down to the same frequency line and exploring the comfortably of expressing emotions and ideas. This will build a strong connection and trust among the employees

as well as between the employee and manager. A person with high emotional Quotient will be great at showing care and respect. This is a great sign of unity in diversity.

III. TECHNIQUES

There are quite a few approaches to recognize the emotions of a person, like speech or voice recognition which focuses on the tone, pitch, and loudness (non-verbal). Based on the data available the input data on processing is categorized into a different emotion.

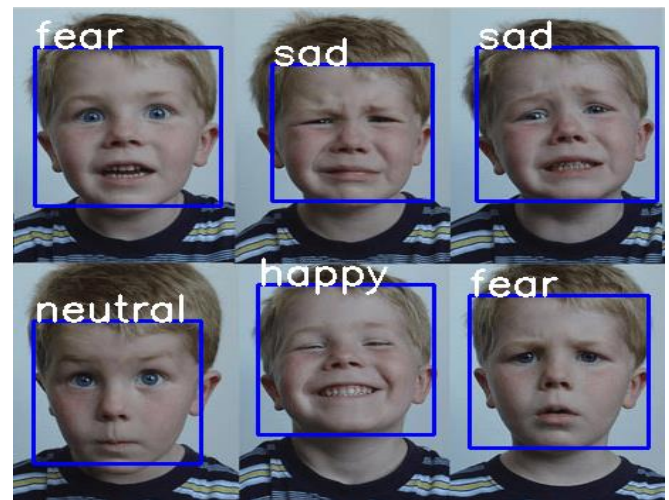


Fig.3: Facial expression detector

Added to the non-verbal categorization the machine must even consider the verbal content and accordingly match the pattern. Coming to the next we have the most effective contributor, the facial expressions. A good machine which predicts the expression through a combination of overall facial muscle movement should also be able to detect facial expression in any light intensity.

Next, we have Physical-Neurological monitoring method with high-quality sensors like electroencephalogram, galvanic skin response, and Electromyogram for identifying a more accurate state of emotion of a person. An electroencephalogram (EEG) helps to record electrical wave patterns in the brain. An Electromyogram (EMG) records the electrical activity of muscle. The galvanic skin response (GSR) has a check on sweat gland which reflects the intensity of emotion.

IV. APPLICATIONS

Emotional Intelligence has great applications in many fields. Firstly, security is one of the important aspects of any domain. Humans being one of the crucial parts of the chain, recognizing one's objective by facial expressions and accordingly sending notifications to the required personnel makes the system more efficient. Secondly, for safe journeys driver must be cautious. To aid him, vehicle alerts can be produced in case if he falls asleep or feels drowsy. Thirdly, on capturing one's responses and analyzing one's expression we can detect one's interest and truthfulness, using this data we can recognize one's willingness in particular product and this can result to better e-commerce promotions; the same data can be used in interviews, like if the candidate is lying or not or if he is a perfect fit for the job or not, etc. likewise we can even comprehend how well students are engaged in classes in case of an E-learning supported classroom. Last but not the least the Virtual reality games with EI can get as crazy as ever. Based on the emotions and behavior being recognized by a webcam, headset, data-suit or a sensor gaming environment can be changed making the player feel more realistic and exciting.

V. CONCLUSION

In the process of building a machine that mimics human completely, we have passed by various domain from machine learning and artificial intelligence to robotics. With the same goal now, the focus is on Emotional Intelligence. More and more exploration in the domain of EI will lead to better decision-making capabilities, strong personal and social relationship, increased team performance and leadership, and finally, reduce destructive behavior which in turn promotes universal peace. On the contrary, EI can get destructive if misused. Though it takes a long time to develop this skill, might reduce manpower in the long run.

VI. REFERENCES

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