

INTRODUCTION TO EMOTIONAL INTELLIGENCE : CONCEPT

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Emotional intelligence is the ability to understand, manage, and use emotions in a smart way. It's not just about being smart with facts or numbers, but about being smart with feelings—both your own and other people's. Everyone experiences emotions like happiness, sadness, anger, fear, or frustration, but emotional intelligence helps us recognize these feelings clearly and know what to do about them. The concept of emotional intelligence was popularized by Daniel Golman in the mid 1990s who identified emotional intelligence as a critical factor for personal and professional success.

When we have good emotional intelligence, we can stay calm in difficult situations instead of losing our temper or getting upset. We understand why we feel a certain way and can control how we react, instead of letting our emotions take over. For example, if someone says something rude, instead of immediately shouting back or feeling hurt, a person with emotional intelligence might pause, understand their own feelings, and respond calmly.

At the same time, emotional intelligence helps us notice how other people feel. We can tell if a friend is sad, worried, or excited, even if they don't say it directly. This makes it easier to show care, offer help, or talk in a way that makes others feel understood and respected. It helps in building good friendships, working well in teams, and having peaceful relationships with family, teachers, or coworkers.

Emotional intelligence is important because it teaches us how to solve problems without fighting, communicate clearly, and stay positive in stressful situations. People with high emotional intelligence are often good leaders, good friends, and can handle challenges better because they don't let emotions control them—they control their emotions.

In simple words, emotional intelligence is about knowing your feelings, understanding others' feelings, and using that knowledge to make good decisions, communicate well, and live happily with others.

