Chapter III

The walls we build around us to keep sadness out also keeps out the joy.
~Jim Rohn

Emotional Intelligence and its Influence on Life Success among Professionals
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EMOTIONAL INTELLIGENCE AND ITS INFLUENCE ON LIFE SUCCESS AMONG PROFESSIONALS

Introduction

It is common to witness memorable events that some individuals make the life of other people they come across very pleasant while in the market, traveling, work place and social gatherings. In the course of social interactions, such individuals make others have a marvelous time and ensure that others are made comfortable. Such individuals keep the spirit of others high with their lively commentary and wits. The charm and courtesy of such individuals endear them to others. These individuals make memory of other people to stay ever green in spite of the passage of time and such individuals are truly successful in their undertakings.

In contrast to this behavior, there are people who have shocking experiences, with that of some very intelligent persons. Such intelligent individuals regularly express about being stressed out, frustrated and angry with people. They at times use wounding words leading to altercations with persons they come in contact. They make their life as well as others an unpleasant one. It is common to witness such instances exhibited by celebrities on trivial issues in public causing concern to all.

There are individuals who behave in an orderly manner and exhibit much matured outlook in words and action in the work situation. The same individuals behave very abnormally at home turning the table upside down exhibiting a different faces altogether. Similarly, individuals who behave abnormally at work place turn to be docile, submissive and silent at home. There are occasions when people from disturbed backgrounds remain stable and productive, while a segment of people from stable backgrounds display disturbances in their ways of thinking, feeling and behaving. It is also true that intelligent
and smartest person always donot become the most successful. On the other hand, just average persons achieve great success in life in all their endeavors.

Why is it that seemingly intelligent and smartest people behave in ways that defy common sense and logic?

Psychologists now point out that emotion is one among the many factors that plays a greater role in making the difference in the individuals. The conventional wisdom of the cognitive scientists holds the view that intelligence is a mere processing of facts, and emotions have no role to play in intelligence. However with changing times, and progressing research in the field of psychology, the theory of conventional wisdom propounded by cognitive scientists has been found to be a lopsided vision. The researchers have begun recognizing and realizing the significance of feeling in the thought process.

**Emotions and its effect**

Oxford English Dictionary defines emotion as “Any agitation or disturbance of mind, feeling, and passion, any vehement or excited mental state.” Emotions vary in accordance with blends, variations and mutations of mental state. In such emotional gamut, each emotion plays a unique role as prompted by one’s biological tendencies. The bodily response towards the emotional stimuli could be classified into various feelings like anger, fear, happiness, love, surprise, disgust, sadness, etc. These various biological propensities are shaped further by our experience in life and culture.

In short, emotions are all pervasive in daily existence. From the time one wakes up to the time he or she retires to bed, from one’s home to working place, from working place to society, every one experiences emotions. Properly handled, these emotions can promote personal well being besides success in all walks of life.
The research continues to confirm that emotions and feelings are extremely important to individual health, happiness, and social harmony. Emotions are complex feedback systems which make every one to know when an individual is on the right track towards health and happiness. This conclusion is supported by the mounting evidence that shows that negative emotions such as anger, stress, and hatred cause serious health problems. Such negative emotions are nature’s way of telling individuals that they are off track, and that they need to adjust either their attitudes or their circumstances.

The understanding of the significance of feeling while thinking resulted in the emergence of the domain of Emotional Intelligence. Emotional Intelligence has been defined as the ability to perceive emotions, to access and generate emotions, to assist thought, to understand emotions and emotional knowledge and to reflectively regulate emotions to promote emotional and intellectual growth (Mayer and Salovy, 1997). In short, it is a group of psychological abilities acknowledging and regulating the emotions that result in better performance of a person. Daniel Goleman, the father of emotional intelligence, advocates that emotional intelligence is mastering the skills of self-awareness, self-management, social awareness and relationship management.

Emotional Intelligence is the capacity to recognize, understand, and manage one’s emotions and that of others. This “intelligent” concept focuses on the role of emotion in our daily lives and how it affects perception, reasoning, and behavior. Emotions are just as normal as the rising of the sun. However, there are times when emotions can become overwhelming and can negatively affect an individual’s functioning. For instance, anger is normal. However, the inappropriate display of uncontrolled anger can be destructive.

Emotional Intelligence addresses a broad spectrum of issues. It helps us answer all of the following questions: "Why do people do things they know that they will regret?" "How can one make a positive difference in the world?" "What does it really mean to be happy?" "What is the root cause of anger, violence, and greed?" "Why are
people so disconnected and uncaring these days?” "How can people in the richest countries be so unhappy?” Each question can be answered by studying individuals and human nature in terms of the Emotional Intelligence research. All are related to the emotional needs of people and emotional skills of people.

**Constituents of Emotional Intelligence**

Emotional Intelligence refers to the ability to manage one’s emotional mind with intelligence in every facet of life. It is a set of abilities that individuals have to process emotion-laden information competently. In other words, it is a form of intelligence relating to the emotional side of life, such as the ability to recognize and manage one's own and others' emotions, to motivate oneself and restrain impulses, and to handle interpersonal relationships effectively.

When researchers in the mid-1980’s began looking at the question of why very smart people did stupid things, they found the role of emotions critical to their inquiry. Individuals who understood and managed their emotions facilitated excellent performance, while those who did not, failed at numerous junctures in their personal and professional lives. The missing link has now been identified as Emotional Intelligence, which is responsible for as much as 80% of our success. It is a much better predictor of learned.

Though it takes a high level of motivation, determination and practice to inculcate and imbibe the emotional competencies, the reality is that it can be developed by anyone who is prepared to make the effort. It is encouraging to know that EQ can be developed and not an inborn quality.

**Relevance of Emotional intelligence**

In 1990, two academics, Peter Salovey and Jack Mayer,³ Psychologists at Yale University, coined the term Emotional Intelligence to describe the set of emotional
competencies which determine success. This field of study known as Emotional Intelligence was popularized by Daniel Goleman's book Emotional Intelligence. Goleman's research redefined what it means to be smart by acknowledging the importance of emotions in our personal and professional lives.

The five key competencies are Self-awareness, Managing emotions, Motivation, Empathy and Social skills. This set of competencies distinguishes how people manage feelings, interact and communicate. Goleman's research shows that people who have Emotional Intelligence have more success in their lives as parents, partners and workers.

A simple definition of Emotional Intelligence is that it is a way of recognizing, understanding and choosing how people think, feel and act. The good news is that unlike Intelligence Quotient, Emotional Intelligence can be learned. Intelligence Quotient (IQ) doesn't change significantly throughout life. However, Emotional Intelligence can be improved through identifying and practicing the skills with purposeful activities and experience.

The Emotional Intelligence research supports the case that nature developed emotions over millions of years of evolution to know precisely when needs are not being met. All human shares certain universal needs. When one of these needs is not met, people feel and exhibit negative emotions. When things do not feel good, people express unhappiness. Likewise, when things do feel good, happiness is expressed.

Thus emotional intelligence is knowing what feels good, what feels bad, and how to get from bad to good. Though each individual is unique, every one is programmed to act in similar ways according to their own wishes and wishes of their parents, their culture, their society, etc. Ever since one’s childhood, he or she is told what to say, what not to say, what to do, what not to do, what is acceptable, and what is unacceptable. Individuals were even told how one should feel, when to feel guilty, ashamed, or happy.
However, it remains a fact that individuals are the sole keepers of their feelings, since they are based on unique combination of innate temperaments, innermost thoughts, and individual life experiences. More than anything else, it is feelings that make us distinct individuals. A whole society may be forced to believe the same things, repeat the same slogans, practice the same rituals, and wear the same clothes, but no one can force even two people to feel the same way. Therefore, it is not cars, clothes, jobs, or bodies that make us who we are. It is our feelings.

Travis Brad Berry and Jean Greaves in their most popular book on Emotional Intelligence Test 2.0 remark on the relevance of EI as follows:

“When emotional intelligence was first discovered, it served as the missing link in a particular finding: People with highest level of intelligence (IQ) out perform those with average IQ just 20 percent of the time, while people with average IQs out perform those with high IQs 70 percent of the time. This anomaly threw a massive wrench into what many people had always assumed as the source of success i.e. IQ. Scientists realized there must be another variable that explained success above and beyond one’s IQ, and years of research and countless studies pointed to Emotional Intelligence (EI) as critical factor”.

**Facts on Emotional Intelligence**

The following important facts have emerged from various research studies on Emotional Intelligence which have great relevance and importance for the individuals, families, trainers, organizations and people in civil governance.

- People with high Emotional Intelligence are happier, healthier, and more successful in their relationships.
- High Emotional Intelligence people exhibit a balance between emotion and reason.
People are not created emotionally equal and widely differ in natural temperaments.

The way we act out, express, and utilize our emotions can be changed.

Unlike IQ, Emotional Intelligence can be significantly raised.

The healthy emotional development at childhood is vital for learning, success and happiness.

Our bodies carry around unexpressed and unresolved feelings to the detriment of our physical health.

Emotions are contagious and emotionally intense people can spread their emotions to others.

EI though is largely learnt, developed throughout life and conditioned by life's experience.

Consequences of High and Low Level of Emotional Intelligence

EQ is an individual's ability to deal with other people, manage oneself, motivate others, understand his own feelings and respond appropriately to the everyday environment successfully. It is used interchangeably with EI (emotional intelligence). Low Emotional Intelligence is likely to lead to general unhappiness as seen in the feelings of Loneliness, Fear, Frustration, Guilt, Emptiness, Bitterness, Depression, Instability, Lethargy, Disappointment, Obligation, Resentment, Anger, Dependence, Victimization, Failure. High Emotional Intelligence, on the other hand, is associated with feelings of general happiness as evidenced by Motivation, Friendship, Focus, Fulfillment, Peace of Mind, Awareness, Balance, Self-control, Freedom, Autonomy, Contentment, Appreciation, Connection, Desire.

An Emotionally Intelligent workplace is characterized by all the employees who are conscious of their behavior and the way they relate with others. Such employees have
the knack of recognizing, perceiving and controlling their emotions because they are aware of their impact on others. They also add positive personal traits like self-management, empathy and trustworthiness to their affective component to put forth a wholesome effect.

**Historical Background of Emotional Intelligence**

“Emotional Intelligence” has become a major topic of interest since the publication of two books titled “Emotional Intelligence” and “Working with Emotional Intelligence” in 1995 & 1998 respectively by Goleman.

The historical roots of this wider area can actually be traced back to the nineteenth century. Foundation was laid by Edward Thorndike on social intelligence in 1920. David Wechsler, in his well-known test of Cognitive Intelligence, developed an instrument to measure aspects of social intelligence. He described the influence of non-intellective factors on intelligent behavior which was yet another reference to this construct (1940). The early definitions of social intelligence influenced the way emotional intelligence was later conceptualized.

At about the same time he began exploring the various ways to describe, define and assess social intelligence. Scientific inquiry in this area began to center around alexithymia (MacLean, 1949; Ruesch, 1948), which is the essence of emotional-social intelligence in that it focuses on the ability (or rather inability) to recognize, understand and describe emotions.

The first use of the term Emotional Intelligence has appeared in a German publication (Praxis der Kinderpsychologie und Kinderpsychiatrie_ by Leuner) in 1966. In it, Leuner discusses women who reject their social roles due to their being separated at an early age from their mothers. He suggests that they had a low "Emotional Intelligence".
Two new directions that paralleled and possibly evolved from alexithymia were psychological mindedness (Appelbaum, 1973) and emotional awareness (Lane & Schwartz, 1987).

The literature reveals various attempts to combine the emotional and social components of this construct. Howard Gardner (1983) explains that his Conceptualization of personal intelligences is based on intrapersonal (emotional) intelligence and interpersonal (social) intelligence.


Contemporary theorists like Peter Salovey and John Mayer originally viewed emotional intelligence as part of social intelligence (1990, p. 189), which suggests that both concepts are related and may, in all likelihood, represent interrelated components of the same construct.

**Concept of Emotional Intelligence**

Different authors have defined EI over a period of time based on their studies. Though emphasis is given by different authors on various elements, the commonality remains that Emotional Intelligence is the capacity to recognize, understand, and manage one’s emotions and that of others. This “intelligent” concept focuses on the role of emotion in our daily lives and how it affects our perception, reasoning, and behavior.

Emotional Intelligence has two parts, namely Emotions and Intelligence. **Emotion** refers to a feeling state (including physiological responses and cognitions) that conveys information about relationships. For example, happiness is a feeling state that also conveys information about relationships. **Intelligence** refers to the capacity to reason
validly about information. Few of the concepts propounded by various authors in their research study are documented below.

Emotional Intelligence refers to “the capacity to understand emotional information and to reason with emotions”

- John D. Mayer & Peter Salovey (1990)

Later, these authors revised their definition of emotional intelligence as “The ability to perceive emotion, integrate emotion to facilitate thought, understand emotions, and to regulate emotions to promote personal growth”.


A cluster of traits or abilities relating to the emotional side of life- abilities such as recognizing and managing one’s own emotions, impulses, recognizing and managing other’s emotions and handling interpersonal relationship in an effective manner.


Emotional Intelligence is being concerned with understanding oneself and others, relating to people, and adapting to and coping with the immediate surroundings to be more successful in dealing with environmental demands.

- Bar-On (1997)

EI comprises four cornerstones: Emotional literacy- involves knowledge of one’s own emotions and how they function; Emotional fitness; involves trust worthiness and emotional hardiness and flexibility Emotional depth- involves emotional growth and intensity; Emotional alchemy-involves using emotions to discover creative opportunities.

Emotional Intelligence is being concerned with: Being aware of, and managing one's own feelings and emotions; being sensitive to, and influencing others; sustaining one's motivation; and balancing one's motivation and drive with intuitive, conscientious and ethical behavior.

-Dulewicz and Higgs (1999)

Emotional Intelligence refers to “the ability to process emotional information, particularly as it involves the perception, assimilation, understanding and management of emotion.


Emotional Intelligence refers to ‘an innate ability which gives us our emotional sensitivity and our potential for learning healthy emotional management skills.

-Steve Hein (2005)

Emotional Intelligence is the competence to identify, express, and understand emotions; assimilate emotions in thought; and regulate both positive and negative emotions in oneself and others.

- Gerald Matthews, Moshe Zeidner, and Richard D. -Roberts(2002),

**Conceptual Models of Emotional Intelligence**

Different approaches and theoretical models have been developed for Emotional Intelligence. The Encyclopedia of Applied Psychology outlines that there are currently three major conceptual models on Emotional intelligence.

The Salovey-Mayer Model (Mayer & Salovey, 1997)\(^1\) which defines this construct as the ability to perceive, understand, manage and use emotions to facilitate thinking , measured by an ability-based measure (Mayer et.al., 2002).This approach looks at EI as an ability analogous to the ability to read a map.
This model stresses the "intelligence" portion of EI and uses a framework in which EI represents an intelligent system for in-putting and processing emotional information.

In the first ever article on Emotional Intelligence, John D. Mayer and Peter Salovey, based on earlier psychological works, some of which went back to the 1930s, defined emotional intelligence as ‘the ability to monitor one’s own and others’ feelings and emotions, to discriminate among them, and to use this information to guide one’s thinking and actions’. The authors argued that emotional intelligence consisted of four separate elements (the Mayer-Salovey Ability Model):

- Emotional perception/identification: the ability to perceive emotions in oneself and others, as well as in objects, art and events.
- Emotional facilitation of thought: the ability to generate, use and feel emotion to communicate feelings, or employ them in thinking or creating.
- Emotional understanding: the ability to understand emotional information, how emotions combine and progress, and to reason about such emotional meanings.
- Emotional management: the ability to regulate emotions in oneself and others so as to promote personal understanding and growth.

They have developed an instrument called Multifactor Emotional Intelligence Scale (MEIS) and later revised it with modification as - MSCEIT (Mayer, Salovey, and Caruso Emotional Intelligence Test) to measure emotional intelligence. It measures emotional intelligence as a construct that is distinct from existing personality dimensions. Thus, from their framework, we see that EI is composed of mental abilities and skills.

(II) Reuven Bar-On model (1997) which describes EI as a cross-section of interrelated emotional and social competencies, skills and facilitators that impact intelligent behavior. According to Bar-On model, emotional-social intelligence is a cross section of interrelated emotional and social competencies, skills and facilitators that
determine how effectively we understand and express ourselves, understand others and relate with them, and cope with daily demands.

The emotional and social competencies, skills and facilitators referred in this conceptualization include the five key components and are described as an array of non-cognitive skills namely:

- The ability to recognize, understand and express emotions and feelings;
- The ability to understand how others feel and relate with them;
- The ability to manage and control emotions;
- The ability to manage change, adapt and solve problems of a personal and interpersonal nature; and
- The ability to generate positive affect and be self-motivated.


This model talks about intra-personal and inter-personal ability. Intrapersonal ability includes being aware of oneself, to understand one’s strengths and weaknesses, to express one’s feelings and thoughts non-destructively. Interpersonal ability includes being aware of others’ emotions, feelings and needs, to establish and maintain cooperative, constructive and mutually satisfying relationships.

(III) Goleman Model (1998)² which views this construct as a wide array of competencies and skills that drive managerial performance. He describes emotional intelligence as "abilities such as being able to motivate oneself and persist in the face of frustrations; to control impulse and delay gratification; to regulate one's moods and keep distress from swamping the ability to think; to empathize and to hope." He also describes EI as "character."

Thus, Goleman's definition seems to be an all-encompassing view that covers traits, values, personality, motivation, and character.
Under this model, Emotional Intelligence is defined by competencies, which may be developed through training.

Goleman's version of EI is known as a mixed-model as it captures a diverse array of psychological phenomena. Goleman's work claims that emotional intelligence has a higher predictive validity for performance in the work place than traditional measures of intelligence. It is measured by Multi-rater Assessment Scale (Boyatzis et al., 2001)\textsuperscript{7}.

**Importance of Emotional Intelligence**

The importance aspects of emotional intelligence are listed below from it relevance and impact points of view:

- Improves effectiveness like productivity, responsiveness, creativity, reduced stress levels and improved relationships by focusing on self awareness than on the personality of the individual
- Increase flexibility by gaining insight into one’s own potential.
- Enhances self-awareness by better understanding on what happens and to act rather than react
- Build stronger working relationships by increasing self-knowledge and understanding of others.
- Release new levels of energy from deep wells of energy within us by kindling new energy and inspiration that has remained untapped or unfocussed.
- Developing leadership capabilities by enhancing skills such as decisiveness, empowering others and openness to change.
- Enhances general happiness as people with high EQ are happier, healthier, and more successful in their relationships.
- Improves organizational capabilities by helping people to take right decisions, solving problems through improved leadership qualities and team effectiveness.
Helps to be successful by helping people to make better decisions, influencing more persuasively, and building more effective organizations through collaboration, team communication, trust, and problem solving.

The importance, relevance and power of Emotional Intelligence is nicely stated by Mr. Patrick Lencioni, Author of The Five Dysfunctions of a Team, President of the Table Group, while writing forward note for the book on ‘Emotional Intelligence observed the importance of emotional intelligence as stated below:

“Not education. Not experience. Not knowledge or intellectual horsepower. None of these serves as an adequate predictor as to why one person succeeds and another doesn’t. There is something else going on that society doesn’t seem to account for. We see examples of this every day in our work places, our homes, our churches, our schools and our neighborhoods. We observe supposedly brilliant and well educated people struggle, while others with fewer obvious skills or attributes flourish. And we ask ourselves why?

The answer almost always has to do with the concept called emotional intelligence. And while it is harder to identify measure than IQ or experience, and certainly difficult to capture on a resume, it’s power can not be denied”

Criticism on Emotional Intelligence Concept

Theory and practice of EI too is not free from any criticism. Major issues raised on this aspect are:

- EI is too broadly defined and the definitions are unstable on account of constant changing and broadening of its definition which has come to encompass many unrelated elements.

- EI cannot be recognized as a form of intelligence.

- EI has no substantial predictive value.

- Criticism on measurement issues-
- Ability based measures are measuring conformity, not ability.
- Ability based measures are measuring knowledge (not actual ability).
- Self report measures are susceptible to faking good.
- Claims for the predictive power of EI are too extreme.

➢ Corporate uses and misuses of EI testing

**Influence of Emotional Intelligence on Life Success**

The key factor which prompted the researcher to research on this topic is the influence, which Emotional Intelligence has directly on performance of the individual and ultimately his overall success. Such successful individuals shall contribute, undoubtedly, for the growth of the organization they belong to and the society they live in.

Various research studies reveal that a high level of emotional intelligence has been found to be associated with 'success' in a work context. Indeed, some claim that high emotional intelligence is associated with more wide-reaching life-success’.

Lennart sjoberg in their study on “Emotional Intelligence and Life Adjustment – A Validation Study” has reported that high Emotional Intelligence was associated with:

- Persistence in the face of failure , Better handling of failure and frustration,
- More creativity,
- Less psycho phobia,
- Higher self esteem,
- A better balance of life and work, and
- Higher level of job satisfaction and work motivation.

**Important aspects being studied**

As emotional intelligence competencies play a powerful role in personal living, business success, success in work context, and success in life, it has become an important
tool at home and at work to be adopted. The model propounded by Danial Goleman is proposed to be adopted to study the emotional intelligence.

The following basic components of Emotional Intelligence, which people practice and use, are to be studied:

**Self - awareness:** It is the ability to recognize and understand one’s own moods, emotions and drives, as well as their effect on others. Self - awareness addresses on elements like Awareness of one’s own emotion, Being Positive, Understanding Self, Understanding the impact of one’s self on others.

**Self - management:** It is the ability to control or redirect disruptive impulses or moods. This includes the propensity to suspend judgment – to think before acting. Self - management addresses the elements such as Managing and controlling ones’ emotion, Self regulation, Deferring Judgment, Being Flexible; Going with flow; Not forcing things.

**Social awareness:** It is the ability to understand the emotional makeup of other people and skill in treating people according to their emotional reaction. Social awareness addresses on Recognizing and reading emotion in others, Being Sensitive to others, Deeper understanding of other people, Furthering the development of other people.

**Relationship Management:** It is the proficiency in managing relationship and building networks. It is the ability to find the common ground and build rapport with others. Relationship management addresses the elements like Relating and influencing others, Developing and sustaining interpersonal relationship, Communicating with others, Working with others and creating network.
These four elements can broadly be grouped as recognition and regulation aspects from the point of view of its application. as self competencies and social competencies from the point of view of Trails required from an individual perspective. This can be summarized as stated below.

<table>
<thead>
<tr>
<th>Recognition</th>
<th>Personal Competence</th>
<th>Social Competence</th>
</tr>
</thead>
</table>
| Self-Awareness | • Awareness of one’s own emotion  
• Being positive  
• Self understanding  
• Understanding your impact on others | Social Awareness  
• Recognizing and Reading emotions in others  
• Being Sensitive to others  
• Understanding other people  
• Furthering the development of other people |

<table>
<thead>
<tr>
<th>Regulation</th>
<th>Self management</th>
<th>Relationship management</th>
</tr>
</thead>
</table>
| • Managing and Controlling one’s emotions  
• Self Regulation  
• Defer Judgment  
• Be Flexible; Go with flow; Don’t force things | • Relating and influencing others  
• Developing & Sustaining interpersonal Relationship  
• Communicating with others  
• Working with others & Creating network |

**Concept of Life Success**

The concept of life success differs from individual to individual and it is measured in different ways. The usual metrics available to measure success are income, physical fitness, possessing material wealth, having fame and recognition. However, mere possession of all these do not mean that one is successful in his or her life. A person's life has several domains that constitute a healthy whole. Generally, success in life is defined as a state of well being leading to healthy, happy life, and a life free from worry.
The Time Magazine (1995) reported that some EI was inborn because even the three month old infant showed empathy. The same magazine further reported that it wasn't one's IQ but EI which might be the best predictor of life success, and this journal also clearly pointed out that it was IQ that got a candidate employment but it was EI that got him/her promoted in an organizational setting (Gibbs, 1995)\(^9\). According to Goleman (1995)\(^2\), EI provides “an advantage in any domain of life” because it is “as powerful, and at times more powerful that IQ”. From the scientific point of view Mayer et.al,(1999) found from American samples that EI was significantly correlated to life satisfaction, and the same result was also found by Ciarrochi et.al.(2000)\(^8\) on Australian samples controlling IQ. These two studies employed the same scale, Multifactor Emotional Intelligence Scale (MEIS) by Mayer et al. (in press) which is based on Mayer and Salovey's (1997)\(^1\) model of EI. So, it has scientifically justified the excitement of emotional intelligence in predicting life outcomes to some extent.

Success in life can be explored by examining how fulfilled and balanced an individual from certain life domains, such as Social, Physical, Psychological, Emotional, Spiritual, Professional and Financial sphere. We may have varying levels of success in different domains of life and by recognizing these areas we can gain greater awareness of where we struggle to be grateful. Hence Well-being, which is a concept that encompasses a well-rounded, balanced, and comprehensive experience of life, is essential for our mood upbeat. When things aren’t going right in all of these areas, we probably are not experiencing as much joy, serenity, feeling of happiness, and may be experiencing greater stress, worry, and anxiety on the emotional front. Hence it is relevant to study the connection between the two, namely Emotional Intelligence and Life Success.
**Social Sphere:**

Wellbeing in social sphere involves a person's relationships with others and how that person communicates, interacts and socializes with other people. This will lead to positivity, a great relationship, having feeling of warmth, sense of belonging and togetherness.

**Physical Sphere:**

Well being in Physical Sphere meant a state of having a sound body, free of disease or infirmity, proper weight management, general hygiene and adequate sleep. When an individual takes care of his body through eating healthy food and maintaining physical fitness, he will have more energy to do the things that will take him to the next level in his journey of life - success.

**Psychological Sphere:**

Psychological well-being is living a happy life. This relates to feeling satisfied with who the individual is making peace with the past, contentment with current situation, willing to be open to new experiences and seek out our potential and opportunities to expand as a person. There is a real sense of aliveness wherein the individuals have direction, something to strive for, values and purpose. This gives a caring, trusting, loving relationship, a sense of pride, success, and is a catalyst for further motivation.

**Emotional Sphere:**

Emotional well-being is ability to understand the value of ones’ emotions and use them to move ones’ life forward in positive directions. The better the emotions, the greater will be the capacity to enjoy life, cope with stress, and focus on important personal priorities. With emotional well-being, one can experience Healing (from stress,
anxiety, depression and grief). Change (to transform unhelpful patterns of thinking, feeling, and behaving). Self-confidence (ability to gain trust and belief in strong self) and Growth (to live more authentically).

**Spiritual Sphere:**

Spirituality is that immaterial inner path followed by human beings that connects them with a superior force in the universe. Acts of compassion and selflessness, altruism, and the experience of inner peace and self – awareness could all be facets of spirituality. This faith increases one’s self – confidence, self-esteem, motivation and positivity in life. Spiritual beliefs form an important part of coping with life's joys and hardships. They help foster feelings of optimism and hope, restore meaning and order to life situations, make a person to be calm and composed, relaxed and tolerant towards other people. This helps to manage stress, depression and ability to release built – up frustration, anger and negativity in the process.

**Professional sphere:**

Professional well being is not just limited to career. It is wider than just paying work. It is meaningful work. It is rediscovering or creating the business or indulging in work that supports one’s ideal life. All professionally successful people have certain commonalities such as being self-confident, able to create positive impact, being dynamic communicator and interpersonally competent.

**Financial Sphere:**

Financial well-being is about financial security and more than having a lot of money. Financial well-being could mean a state of being financially healthy, happy and free from worry. It is an informed decision making and learning how to save, invest, use credit wisely, and plan for the future. It is the ability of using one’s wealth to serve one’s life for a gratifying lifestyle.
**Events Causing Emotional Imbalance**

There are events which cause imbalance in the emotions of any individual who is working in a business organization. These events are grouped under work level, personal level and home level with an intention to study the same and relate it in the background of emotional intelligence level which the people selected for the study have. The events described at each level are certain real life happenings and situations encountered by any individual in the family and work context. The events ranged from death, separation, illness, insecurity, alignment issues, work and family pressure, troubled relationship, opportunity lost, lack of time, self inflicting thoughts, continuous conflict of inputs, financial burden etc.

**Methods Adopted to Correct Emotional Imbalance**

Given the above stated events which cause emotional imbalance, people do adopt their own methods to correct such an imbalance. The individuals were taught certain positive and negative coping methods and asked to indicate the methods usually adopted by them. The suggested method includes going for a walk, spending time in nature/and meditation, chatting with friends, having a warm cup of tea, listening to music, having a smoke, withdrawal, emotional outbursts, drinking or using drugs and allowing other emotions to overtake the negative emotion felt.

**Reasons for Behaving Differently at Home and at Work**

It is common that people display different sets of behavior at different locations. An emotionally intelligent individual is required to exhibit common behavior pattern irrespective of the location. An interesting question is raised as to why people behave differently at work and at home. In order to study this aspect, a set of 15 reasons at Work place which are responsible for people behaving differently at home, and a similar set of 15 reasons at Home which are responsible for people behaving differently at work were studied. This aspect is related to the level of emotional intelligence in order to study the pattern.
Reference