

Original Article: A Review of Emotions That Make up the Bulk of Life

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ABSTRACT

The direct and indirect presence of emotions can be seen in reasoning and rationality. Ignorance of emotions, their lack of management and carelessness in expressing them can have huge costs for human beings. New research shows that lack of emotional intelligence can have devastating effects on individual and social contexts, and conversely, education and reinforcement can pave the way for great success. Emotional intelligence training can provide a good platform for individual and social development in various fields of culture. According to some experts, emotional intelligence is very important in normal life. It seems reasonable to assume that some people who cannot cope well with their emotions, do not have good interpersonal relationships and have less mental health and experience less job success. The field of emotional intelligence emerged as a subject of study from the heart of scientific psychology, so educators, psychiatrists, human resources specialists and others have become interested in this subject and helped this field to develop. Since the time that reputable scientific journals published articles in this field, journals and research articles have reported lots of findings related to this field.

Introduction

The terms emotional intelligence has been used in the research literature since about 1990, but its popularity dates back to 1995, when the book *Emotional Intelligence* by Daniel Gelman became the New York Times bestseller [1-5]. In 1990, Peter Saloway and John Mayer coined the term emotional intelligence to mean the ability to monitor one's own and others' feelings and emotions, to distinguish between them, and to use the

information obtained from them in their thinking and actions [6].

In 1995, Gelman coined the term emotional intelligence. Gelman believes that in predicting the ability of individuals, emotional intelligence is a better indicator than intelligence derived from traditional tests of intelligence. According to Gelman, emotional intelligence has at least four areas:

1- Emotional awareness, for example, the ability to separate emotions from actions;

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- 2- Emotion management, for example, the ability to control anger;
- 3- Recognize the emotions of others, for example, seeing the world through the eyes of others; and,
- 4- Managing relationships, ability to solve problems and relationships.

In the field of psychology, the roots of emotional intelligence theory go back to the beginning of the emotional intelligence movement. Thorndike (1920) was one of the first to introduce aspects of emotional intelligence as social intelligence [7]. In 1920, he considered social intelligence to include a wide range of components, each pointing to different abilities in the field of intelligence and its various dimensions [8].

In 1937 Robert Thorndike and Stern's previous efforts by E. they reviewed Thorndike and introduced three different areas that were close to social intelligence. The first part basically refers to the individual's attitude towards society and the form or part of its different components. The second part includes social knowledge. The third form, social intelligence, includes the extent of an individual's social adjustment [9].

In 1952, Wechsler recognized emotional abilities as part of the well-known abilities of intelligence, along with the expansion of the teachings of IQ. Howard Gardner (1983) also played a prominent role in reviving the theory of emotional intelligence in psychology. His model of influence called multiple intelligences or multiple intelligences includes different types of intelligence, including personal intelligence, interpersonal intelligence and interpersonal intelligence [10].

Arguably Baron-Anne (1988) was the first to take the first steps in assessing emotional intelligence as a measure of health. In his doctoral dissertation, he used the term emotional coefficient versus IQ. This was at a time when the term emotional intelligence had not yet become widely known, and Salvi and Mayer had not yet published their first model of emotional intelligence. Bar-On (2000) presented emotional intelligence as a set of emotional and social knowledge and abilities that affect our general ability to deal effectively with environmental demands [11].

This collection includes the following items: a) The ability to be aware, understand and express

oneself; b) ability to be aware, understand and communicate with others; c) ability to deal with intense emotions and control internal drives and impulses; and d) ability to adapt to change and solve personal or social problems. The five areas in his model are: intrapersonal skills, interpersonal skills, adaptability, stress management, and general mood [12].

Finally, in 1990, Peter Salvi and his colleague John Mayer, then working at the University of New Hampshire, published their most influential paper on emotional intelligence theory [13].

Salvi and Mayer (1990) defined emotional intelligence in their original model as "the ability to monitor the feelings and emotions of oneself and others, the ability to distinguish between different and varied emotions, and the ability to use this information to guide thought and action." [14].

Gelman wrote a book entitled Emotional Intelligence in 1995, using research by Salvi, Mayer, and others. Since then, the term emotional intelligence has gained worldwide fame. At present, hundreds of books and articles on emotional intelligence have been compiled in the world and in Iran, and several conferences and workshops have been dedicated to it. Multi-intelligence theories, such as Gardner and Sternberg, have a lot to say. These theories have led us to have a broader understanding of intelligence and capability. Those in charge of education have also encouraged them to develop programs that teach students in various fields [15].

Comparison of emotional intelligence and cognitive intelligence

For many philosophers and traditional views of psychology, the concepts of "intelligence" and "excitement" were two unrelated concepts and even opposed to each other. From the traditional point of view, intelligence was mainly defined as a one-dimensional concept, meaning the ability to think abstractly and cognitive abilities, and emotions were considered a series of unorganized responses to stimuli. But the tremendous developments that have taken place in the fields of intelligence and excitement have challenged traditional perspectives and emphasized the close and intertwined relationship between intelligence and excitement. Among the pioneers of these developments in the

field of intelligence are Gardner (1983) and Sternberg (1996), and in the field of excitement are the discoveries of Joseph Lee Dox, April and Nanley (1994-1998).

However, the culmination of these developments' dates back to the introduction of the concept of emotional intelligence by Salvi and Mayer (1990), which clearly emphasized the entanglement of intelligence and emotion [16].

According to them, emotional intelligence is mainly defined as the ability of a person to review the feelings and emotions of themselves and others, to distinguish between emotions and use emotional information in problem solving and behavior regulation. Of course, over the past decade, since 1995, different approaches and models have been proposed for emotional intelligence.

The most famous in this field among the general public is Daniel Gelman, who has given a general description of this structure in a book entitled Emotional Intelligence [17]. Baron (1997) is another theorist who has studied and studied emotional intelligence and its dimensions. Intelligence (IQ) and emotional intelligence (EQ) are not completely opposite abilities, but rather they can be said to be distinct. We all have a combination of intelligence and emotion [18].

People with high IQ and low emotional intelligence (or low IQ and high emotional intelligence) are relatively rare, despite some typical examples. In fact, there is a slight correlation between IQ and some aspects of emotional intelligence. Emotional intelligence theorists believe that IQ tells us what we can do, while emotional intelligence tells us what we should do. IQ includes our ability to learn, logical and abstract thinking, while emotional intelligence tells us how to use IQ to succeed in life. Emotional intelligence includes our ability to direct our emotional and social self-awareness and measure the skills needed in these areas. It also includes our skills in recognizing our own and others' feelings and sufficient skills in building healthy relationships with others and a sense of responsibility towards tasks [19].

The best suitable field for comparing emotional intelligence and cognitive intelligence is the work environment, because in one's work environment, in addition to scientific abilities, which results from

intellectual intelligence, one also uses one's emotional abilities. In his book, Working with Emotional Intelligence (1998), Gelman emphasized the need for emotional intelligence in the workplace, an environment where attention is often focused on the intellect rather than the heart and emotions. He believes that not only managers and heads of companies and organizations need emotional intelligence, but everyone who works in the organization needs emotional intelligence. Many psychologists today do not consider human success in life due to an intelligence (IQ) and a single talent, but there is a wide range of intelligence that causes the emergence of different abilities in different areas [5].

One of the types of this wide range is intelligence called emotional intelligence, which officially entered the psychological literature in 1990. It is said that they are different. Since these two concepts are neither completely contradictory nor completely equal, they have similarities and differences [9].

Measuring emotional intelligence

There are three general scales for measuring emotional intelligence:

- 1- Self-assessment scales: relying on self-report.
- 2- Multi-rank scales: relying on others' reports about the individual.
- 3- Practical scales: placing the person in a natural position and monitoring his performance in this position [3].

Definitions of emotional intelligence

Definitions of emotional intelligence, despite their diverse and different appearances, all focus on one basic axis, which is awareness of emotions, their management and proper social communication. According to Mayer (2018), emotional intelligence is "A set of mental abilities that help you understand your feelings and those of others, and ultimately achieve the ability to regulate your emotions". In Stevehin's (2017) definition, "Emotional intelligence is the ability to control emotions and balance emotions and logic, so that it leads us to maximum happiness" [4]. Emotional intelligence in Bradbury and Graves's (2019) definition is "the ability to recognize, understand and regulate emotions and use them in life". According to Daniel Gelman, emotional intelligence is a social skill and

the ability to communicate effectively with others that includes empathy, controlling impulses, and resolving conflicts [5].

The Oxford Dictionary of Psychology (2018) defines emotional intelligence as: "Emotions for oneself and others, distinguishing between different emotions and labeling them appropriately, and using emotional information to guide thought and behavior." As can be seen from the above definitions, emotional intelligence means the ability and skill to recognize the emotions of oneself and others, the occurrence of emotions, control and manage them, and finally, to establish a healthy and appropriate relationship with oneself and others. It seems that emotional intelligence can be considered in a more general phrase, including a set of abilities to recognize, understand, describe the emotions of themselves and others and process them correctly in order to provide an appropriate response. Accordingly, the concept of emotional intelligence means "knowing and processing the emotions of ourselves and others correctly so that we can have a behavior based on morality, collective conscience and spirituality" [6].

Components of Emotional Intelligence

By reviewing the definitions, history, and perspectives on emotional intelligence, components of emotional intelligence can also be obtained. The following are some examples of classifications of emotional intelligence components made by psychologists. Recognizing the emotions of others (empathy): The ability to empathize and unite with others; and,

1- Regulation of relationships with others (effective relationships): The skill of controlling and managing the emotions of others. The first three capabilities are related to the individual's interaction with himself (intrapersonal skill) and the other two capabilities are related to the individual's dealings with others (extrapersonal skill). Bradbury and Graves have identified four skills for emotional intelligence: self-awareness, self-management, social awareness, and relationship management [7].

The two skills of self-awareness and self-management go back to the individual, and social awareness and relationship management skills relate to how the individual relates to people. In addition, self-awareness and social awareness are related to cognition and insight of the individual,

but self-management and relationship management are related to the behavior and action of the individual [8].

Fundamentals of Emotional Intelligence Model Theory

Darwin's (1859/1972) first work on the importance of expressing emotions in order to survive and adapt to the evolving model has had a great impact, so that in this model, the importance of expressing emotions and the output of social intelligence behaviors is mentioned.

Also, the excitement that exists in Darwinian idiom in the study of compatibility has been considered. In addition, Thorndike's (1920) explanation of social intelligence and its importance in human performance has influenced Baron's thoughts. Wexler's (1943) observations on the influence of non-cognitive and causal factors of behavior, which he referred to as intelligent behavior, is seen in its load model [4].

In addition, Seif Neos's (1967) description of alexithymia in relation to the pathology of the emotional-social intelligence chain and Applebam's (1973) understanding of the psychology of the mind with the aim of psychologically training the chain have influenced the continuous development of its load model. Since Darwin, most descriptions, definitions, and perceptions of emotional intelligence have included one or more of the following key concepts:

- a) Ability to recognize, understand and express emotions;
- b) ability to understand how others feel and communicate with them;
- c) ability to manage and control emotions;
- d) ability to manage change, adapt and solve natural individual and interpersonal problems; and,
- e) ability to add and spread positive effects and self-motivation. Its burden model provides a theoretical basis for emotional intelligence that evaluates and tests various aspects of this structure and its concepts [5].

According to this model, emotional intelligence is the middle ground of related social and emotional competencies, skills, and facilitators that determine how effectively we perceive, express, and understand others.

We do, communicate with them, and cope with our day-to-day responsibilities. In this view, social and emotional competencies, skills, and facilitators include the five key concepts mentioned above, and each of these key concepts itself consists of several related components, skills, and facilitators.

Conclusion

In this model, being emotional and intelligent means understanding and expressing oneself effectively, understanding and communicating well with others, and successfully coping with daily responsibilities, challenges, and pressures. It turns out that this intelligence is primarily based on the individual abilities within the individual so that he is aware of himself, knows his strengths and weaknesses and expresses his feelings and thoughts without destroying others.

At the interpersonal level, being emotionally and emotionally intelligent means having the ability to be aware of the emotions and needs of others, to create and maintain collaborations with others, and to have mutually satisfying relationships with others. Finally, emotional intelligence can be defined as effectively managing personal, social, and environmental change through flexible, fact-based coping, problem-solving, and decision-making techniques. To do this, one needs to manage emotions so that they work in one's favor, not the other way around, and one needs to be optimistic, positive, and self-sufficient enough.

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