

Bon Jour...Hola...Ni Hao...GutenTag..Konnichiwa...



FROM THE DIRECTOR'S DESK

Dear Readers,

Greetings from SIES Institute of Comprehensive Education.

Emotional intelligence (EI) is the theme of this newsletter. As teachers, counsellors and special educators we are all aware of the need for understanding one's emotions. Today EI, has perhaps entered the parlance of a common man. But merely entering into some one's vocabulary is not adequate. This newsletter is aimed at enabling our readers understand how EI aids a common man. We have a mixed bag of articles for all of you as various topics have been covered in this issue related to application of EI. We have articles ranging from bringing a spiritual dimension to the theory of EI, to being an emotionally intelligent parent, to the impact music has on our emotions and so on. The contributors have driven across their viewpoints not only through clear theoretical explanations but also through stories and poems. Whilst most of the articles touch upon the characteristics of EI, the practical application in various scenarios be it a preschool classroom or teacher training classroom or a counsellor's room or simply at home is exemplified.

Multiple perspectives by our contributors will ensure interesting reading. EI is used everywhere today. Handling emotions of people whom we come in contact with, on a day-to-day basis, needs utmost care and concern. Whether you are an (a) effective leader in an educational institution or a corporate head honcho or a parent, or a budding teacher or a counsellor, knowledge of EI will take you a long way in dealing with people.

Daniel Goleman says an emotional brain responds to an event more quickly than a thinking brain. As we all work with human beings and not just machines, an understanding of people's emotions will help us in our daily transactions and this is precisely the reason for choosing this theme for the newsletter.

Happy reading.

Vidhya Satish PhD

Director



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Emotionally Intelligent or Emotionally Ignorant - Decide.

*Sarah Susan Chilaka,
Faculty,
SIES – Institute of Comprehensive Education,*

“When our emotional health is in a bad state, so is our level of self-esteem. We have to slow down and deal with what is troubling us, so that we can enjoy the simple joy of being happy and at peace with ourselves.”

– Jess Scott

Emotional Intelligence is essential to form, develop, maintain and enhance our relationships – both personal & professional. When our emotional intelligence is more developed, we can identify when we are triggered and harness self-management so that emotions don't challenge our decisiveness. For instance, while watching the news channel or while engaging in a serious discussion, we often seem to lose our cool. One needs to exercise self-control in such trivial matters too.

Developing/working on one's EI is the need of the hour. We all have emotions: positive emotions as well as negative emotions. In this competitive world, one tends to forget that they are competing with fellow humans like them. One doesn't think twice of before putting the other person down, as our actions are a result of our emotions and our emotions are a result of our thoughts. Hence there is a rise in negative emotions such as envy, revenge, anger, hatred, etc. which hampers one's ability to think in positive manner, to decide and act positively.

According to me, to have a healthy flow of emotions, it is important to have insights about oneself. This will help one to understand oneself better. If we succeed in understanding ourselves than we will develop a novel perception about people, situation or the society as a whole.

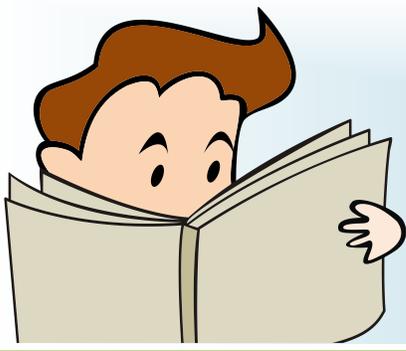
This will promote a better and deeper understanding about matters important to us, which will result in healthy and positive flow of emotions. Yoga which is becoming popular day by day also revolves around the similar philosophy where one meditates to increase the flow of positive energy within oneself thereby increasing positive emotions and also exercise self-control for one's well-being.

If every individual consciously seeks to increase one's emotional intelligence, there will be peace around and this world will definitely be a better place to live.

*“Think of your fellow man, lend him a helping hand
Put a little love in your heart
If you want the world to know, we won't let hatred grow
Put a little love in your heart
And the world will be a better place
And the world will be a better place for you and me
You just wait and see.”*

– Song by Al Green & Annie Lennox





“EI - The Indian way”

Ashish J. Shah,
Freelance HR Professional

What do we want to achieve by becoming **Emotionally Intelligent (EI)**?

Do we want to master our feelings of cheer, joy, love, fun, enthusiasm, excitement, amazement, compassion, etc. or do we want to overcome feelings of hate, worry, anxiety, sorrow, guilt, anger, hurt, sadness, insecurities, hopelessness, etc.... I guess both....because *ye dil always mange more.*

We search for light in darkness, while the lit torch is just in our hand !

Why look at the west when the sun rises in the east?

यूनान-ओ-मिस्र-ओ-रूमासबमिटगएजहाँसे,
अबतकमगरहैबाक्रीनाम-ओ-निशाँहमारा

कुछबातहैकिहस्तीमिटतीनहींहमारी,
सदियोंरहाहैदुश्मनदौर-ए-ज़माँहमारा

सारेजहाँसेअच्छाहिन्दोसिताँहमारा

What's the Indian *gyan* about EI? In our attempt to understand EI, why rob others when our roads are paved in gold.

EI surfaced during the nineties, but existed. As a psychological theory it was coined by Peter Salovey and John Mayer after which Daniel Goleman has explained it extensively.

When we see the tree, we fail to see its roots. If EI is the tree, what are its roots?

EI theory explains the concept of Self-Regulation of Emotions. It defines EI as ability to recognize, understand and influence emotions. It highlights how to discern between feelings, how to use feelings, how to react to feelings and live socially well. It talks about empathy, sensitivity. It promotes leading and managing oneself by becoming aware of one's own and others emotions. It guides us to adopt and modify emotional behaviours to be effective. It trains us to be SMART in dealing with emotions.

If this is the tree of EI, let's trace its roots and if we find the seed, it's worth the dig.

What causes emotions?

Are they self-caused (internally inflicted) by our perception, thinking, experience and judgment or are they stimulated from the environment (externally inflicted). Going by the stimulus-response theory, emotions are caused by reaction to an external stimulus, while the theories of Perception and Rational Emotive science say an emotion is caused by the way our senses perceive and derive meanings through the grey matter. Trusting both these theories, we conclude emotions are caused both by external stimulus and internal mechanisms.

So, how does one master emotions?

If B is sub-set of A, B has a limitation to find solutions to its problems because $B < A$. It has to search for solutions in A, because $A > B$. Similarly, we will have to find something bigger than Psychology to find ways to master it.





Psychology deals with mind, Spirituality deals with soul. Since soul is much purer than the mind, power of soul > power of mind and hence, Spirituality > Psychology.

The answers to psychological problems will be found in spirituality and hence to become emotionally intelligent, **SPIRITUAL INTELLIGENCE (SI)** will have to be acquired.

SI is the root of **EI**.

Psychology seams unto Spirituality. Let's understand with an example of anger (krodha). Psychology defines anger as a strong feeling of annoyance, displeasure, or hostility. Spirituality goes deeper in introspecting on "Why did I get angry?" leading to realization of "Let go" further mastering it by "Forgiveness", resulting in smartly becoming anger-free.

This is how India's vedic spirituality has gone much deeper in not only understanding emotions but mastering them towards self-awareness, self-realization and ultimately using it for self-redemption (freedom from emotions).

As a first step to recognize, understand and influence emotions Indian yogis and mystics showed us the path of YOGA. Ashtang yoga teaches - Yama [practice of moral codes], Niyama [self-purification through discipline], Asana [posture control], Pranayama [breath control], Pratyahara [sense control], Dharana [concentration], Dhyana [meditation] and Samadhi [ultimate control].

Ashtang Yoga instills practice of moral values leading to total Self-Regulation of body-mind-soul and EI is a part of it.

SI has been beautifully demonstrated in The Bhagvad Gita where Lord Krishna shows **STHITPRAGNTA** (total command over emotions) whereas Arjuna's emotions have bewildered him causing agonies and pain. Lord Krishna's Spiritual Intelligence helped Arjuna to become Emotionally Intelligent and win over his internal and externally caused emotions.

Indian has plethora of spiritual practices one of which is नवधाभक्ति.

श्रवणंकीर्तनंविष्णोःस्मरणंपादसेवनम्।
अर्चनंवन्दनंदास्यंसख्यमात्मनिवेदनम्॥

These 9 forms of offering spiritual devotion connects one with GOD – the ultimate almighty. Each way of devotion acts as a catalyst to purify emotions elevating one above love/hate, joy/sorrow, etc. transforming the emotion to a state of peacefulness.

So if **SI** is the root of **EI**, the seed of **SI** is **GOD**.

HOW? Just like we need a magnet to magnetize a piece of iron, emotional mastery too needs a magnet. That magnet is Spirituality and the magnetic power is the power of GOD.

We sometimes get awed with an 'aha', when it strikes us. We at times have keys in the left pocket and search for it in the right one.

Man is a spiritual animal. One only needs to apply those spiritual principles to achieve emotional mastery over one's feelings.

Practice of Spirituality can make us better our Emotional Intelligence.

- Ashish J. Shah.

Note: The writer is a freelance HR professional. Opinions mentioned in above article are his personal views.





Being an Emotionally Intelligent Parent

Khyati Sampat

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Parenting

Parenting, one of the most significant experiences in one's life, is also one of the most challenging ones. Once an individual becomes a parent, parenting is a full time job for life (Vernon, 2009, as cited in Vernon & DiMattia, 2012). General goals of parenting could be stated as follows: (1) providing a safe, healthy and loving environment for their child, leading to emotional security and increasing independence; (2) guiding the child's behavior towards socially acceptable standards; (3) teaching the child values, especially moral values; (4) providing interest in and support for their child's education; (5) supporting the child through phases of change (Joyce, 2006).

Parenting and Emotional Intelligence

Emotions play a very important role in our lives. Researchers have found that even more than IQ, one's emotional awareness and ability to handle emotions will determine success and happiness in all walks of life, including family relationships and parenting. 'Good parenting requires more than intellect. Good parenting involves emotion' (Gottman, 1997).

According to Goleman (1998), "Emotional Intelligence refers to the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and in our relationships."

Emotional Intelligence is a significant factor in determining our success and satisfaction, and contributes to the overall quality of our life.

Therefore, emotionally intelligent parenting is necessary for raising healthy, successful, and happy children.

Goleman (2000) has given the Emotional Competence Framework that has 20 competencies in four clusters of general EI abilities: Self-Awareness, Self-Management, Social Awareness, and Relationship Management as listed in the figure 1.

	Self-Personal Competence	Other Social Competence
Recognition	Self-Awareness - Emotional Self Awareness - Accurate Self-Assessment - Self Confidence	Social Awareness - Empathy - Service Orientation - Organizational Awareness
Regulation	Self-Management - Emotional Self Control - Trustworthiness - Conscientiousness - Adaptability - Achievement Drive (Orientation) - Initiative	Relationship Management - Developing Others - Influence - Communication - Conflict Management - Leadership - Change Catalyst - Building Bonds - Teamwork & Collaboration

Figure 1: The Emotional Competence Framework (Goleman, 2000)

Parents as Emotion Coaches

Family and home is our first school for emotional learning. At home, children learn how to feel about themselves and how others will react to their feelings; how to think about these feelings and what choices they have in responding; how to read and express hopes and fears. Children learn these behaviors of handling emotions not just through the things parents say and do directly to children, but also from what parent's model for handling their own feelings (Gottman, 1997).

Gottman (1997) calls parents who get involved with their children's feelings as "Emotion Coaches." Like athletic coaches, they:

- Teach their children strategies to deal with life's ups and downs.
- Don't object to their children's displays of anger, sadness, or fear nor do they ignore them, rather prepare the child to face them.
- Accept negative emotions as a fact of life and use emotional moments as opportunities for teaching their children important life lessons and building closer relationships with them.

What is Emotionally Intelligent Parenting?

(Goleman, 2000; Ziv, 2011)

Emotionally intelligent parents are those who are aware of their own feelings and needs and the impact these feelings and needs have on their children (Competencies: Emotional self-awareness, Emotional Self Control, Accurate Self-Assessment). For example, this parent would say, "I am annoyed that my little preschooler misbehaved while we were at the family picnic but if I shout, he will get scared. I should rather talk to him and find out why he did so."

They respect, empathize, validate, sooth, listen, guide, and teach the child by modeling appropriate emotional management, including impulse control, self-motivation, and empathy (Competencies: Empathy, Emotional Self Control, Adaptability and Developing Others).



For instance, the father, instead of getting angry on the child, would say, "Son, I understand that you are angry because I forgot to get your book that I promised. I am deeply sorry, I shall get it tomorrow. Come and give me a hug now."

They accept their child's behaviors and yet have an unconditional respect for them (Competencies: Empathy, Developing Others). To illustrate, this mother to her daughter after she had a bed wetting episode, "My little princess, I know that you are embarrassed. Do not worry dear, you will soon learn. You still are my little princess."

They are more attuned to their children's emotional experiences and needs. They honour their feelings and do not make fun of their negative feelings (Competencies: Empathy, Developing Others). For example, this mother to her son, "I know you are anxious about tomorrow's match. Fear, anxiety is quite normal. But I trust your capabilities. Do your best and leave the rest. Even if you lose, you still are my hero."

They are aware of the children's emotions and help their children become aware of their own emotions, know, manage and express their feelings appropriately (Competencies: Emotional Self Awareness, Accurate Self-Assessment, Communication, Developing others). For instance, this father to his 10 year old son after he is upset because his friends did not include him in the game, "I know you are dejected but it does not mean that you are no good. Would you like to talk about it?"



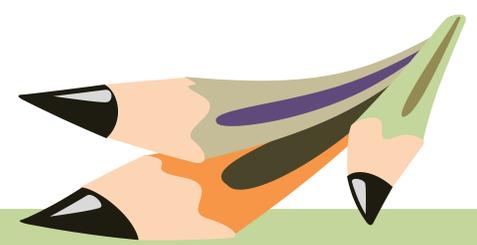
They help them identify, develop and implement more appropriate responses and solutions to life's demands, circumstances and challenges (Competencies: Empathy, Conflict Management). For example, this mother to her 8 year old daughter, "Your best friend is angry and is not talking to you and you realize that it was your fault. I am glad that you recognize that and are feeling sorry. We can talk and find out what can you now do to patch up."

These are some of the ways that emotionally intelligent parents create an environment which is conducive to their children's emotional growth and ultimately to their overall happiness and life satisfaction as adults. They let them face frustrations, failures, at the same time, covertly protecting them, and help them find pathways to rectify their mistakes. They do not hurry to problem solve their child's issues. As a result, their children become more emotionally healthy, and ultimately develop the resilience so necessary for effectively coping with the realities of life.

Characteristics of Children of Emotionally Intelligent Parents

Children whose parents consistently practice Emotion Coaching (Gottman, 1997; Government of South Australia, 2010; Ziv, 2011):

- ✓ Develop greater awareness and acceptance of their own emotions and those of others.
- ✓ Are more affectionate
- ✓ Are less tensed around their parents
- ✓ Are better at handling their feelings
- ✓ Are more effective at calming themselves
- ✓ Get upset less often
- ✓ Are more popular with their peers and get along better with friends
- ✓ Are rated as more socially skilled by their teachers
- ✓ Have longer attention spans and so are more effective learners
- ✓ Learn to trust their feelings, and are better problem solvers.

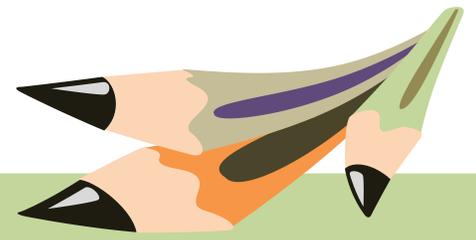


- ✓ Have a good self esteem
- ✓ Score higher academically
- ✓ Have fewer behaviour problems
- ✓ Are less prone to acts of violence
- ✓ Experience fewer negative feelings and more positive feelings

Can effectively manage their emotional experiences, and in turn, ultimately become more resilient in dealing with life's circumstances.

To summarize, they are emotionally and socially intelligent individuals who are healthier, happier and more successful people in their personal and professional lives. They still get sad, angry, or scared under difficult circumstances, but they are better able to soothe themselves, bounce back from distress, and carry on with productive activities.





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Unlock Your Emotional Intelligence

*Satish Valiveti,
CEO, Advanced Minds,
Professional Speaker & Success Coach*



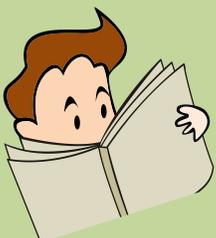
Emotional Intelligence can be understood as the extent of a person's capability to identify and cope up with their own emotions, and the emotions of others, both at a personal level and also at a professional level of his / her life. In our day to day life, if we sit to think, we can become aware of so many instances, cases and stories that will come to our mind.

There is an excellent story that drives home the point of building our understanding about the concept of Emotional Intelligence.

Once upon a time, in a distant field, there lived two beautiful horses. Though both the horses looked alike from a distance, as we get closer to them, we will understand an interesting fact... One of the horses is a blind one. The owner of the horses, a kind hearted fellow, decided not to let down the blind horse. So, he made sure that the barn is very comfortable and safe for the blind horse to live. He also tied a small, silver coated bell to the other horse. The sound of the bell helped the blind horse to know where the other horse is, so that he can follow.

The fascinating fact is that the horse with the bell is always checking on the blind horse. The blind horse listens to the bell sound & slowly walks to the other horse with all the trust it can muster. Every evening as the horse with the silver coated bell starts to walk back to its shelter, he would occasionally stop to look back to ensure that his blind friend is not left too far behind to hear the bell.

Let us all think of our personal and professional lives. In our own lives, there are a lot of occasions where we play the role of the blind horse and at other times we behave like the horse with the silver coated bell.



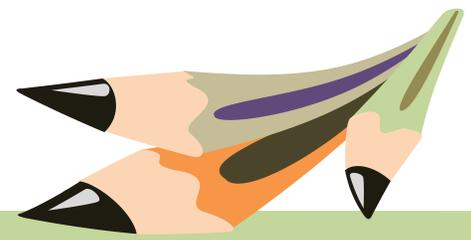
The blind horse indicates those special times of our life when we needed some inspiration and motivation, so that we understand and are retold of our unlimited potential and power that is waiting inside us to be tapped. During other times, we behave like the horse with the bell. We become the source of inspiration and motivation to help others so that they can dig from their inner potential well, and achieve bigger results that they are actually capable of.

There is a great quote on Emotional Intelligence by Daniel Goleman that's worth reading again and again. "If your emotional abilities aren't in hand, if you don't have self-awareness, if you are not able to manage your distressing emotions, if you can't have empathy and have effective relationships, then no matter how smart you are, you are not going to get very far."

Do you know that more than 70 percent of careers are derailed due to poor levels of emotional intelligence?

As Dale Carnegie, one of the greatest writers of this century rightly pointed out in his book "How to win friends and influence people", that when we transact with people, we all need to remember that we are not just dealing with creatures of logic, we are dealing with creatures of emotion. The first thing that badly gets impacted because of our lack of enough emotional intelligence is our self-esteem. The true way to influence or change someone is to connect with them from the heart.





Too often, many people undervalue the power of a kind word or a caring touch or a genuine smile. An honest appreciation or a gentle act or a sincere compliment, has a huge potential to impact someone's life. People who lack emotional intelligence end up choosing a wrong approach every time there are encountered with stress situations. We unconsciously obey little negative emotions which will eventually become the great captains of our lives.

It is important that we understand the Power of Emotional intelligence and the influence it has on our lives. Emotional Intelligence is a way of understanding, identifying and selecting how we feel, reason and perform our daily tasks and our success or failure has a major share to be attributed to our EQ.

Carl Rogers said it right: "Whether we are speaking of a flower or an oak tree, of an earthworm or a beautiful bird, of an ape or a person, we will do well, I believe, to recognize that life is an active process, not a passive one. Whether the stimulus arises from within or without, whether the environment is favourable or unfavourable, the behaviours of an organism can be counted on to be in the direction of maintaining, enhancing, and reproducing itself. This is the very nature of the process we call life. This tendency is operative at all times. Indeed, only the presence or absence of this total directional process enables us to tell whether a given organism is alive or dead.

I remember that in my boyhood, the bin in which we stored our winter's supply of potatoes was in the basement, several feet below a small window.

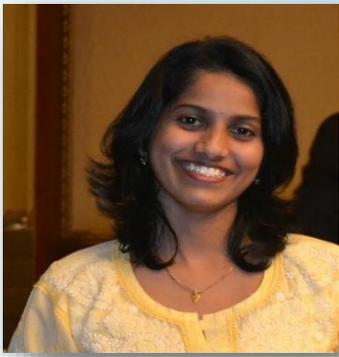
The conditions were unfavorable, but the potatoes would begin to sprout—pale white sprouts, so unlike the healthy green shoots they sent up when planted in the soil in the spring.

But these sad, spindly sprouts would grow 2 or 3 feet in length as they reached toward the distant light of the window. The sprouts were, in their bizarre, futile growth, a sort of desperate expression of the directional tendency I have been describing. They would never become plants, never mature, never fulfill their real potential. But under the most adverse circumstances, they were striving to become. Life would not give up, even if it could not flourish."

"In dealing with clients whose lives have been terribly warped, in working with men and women on the back wards of state hospitals, I often think of those potato sprouts. So unfavourable have been the conditions in which these people have developed that their lives often seem abnormal, twisted, and scarcely human. Yet, the directional tendency in them can be trusted. When our emotional health is in a bad state, so is our level of self-esteem. We have to slow down and deal with what is troubling us, so that we can enjoy the simple joy of being happy and at peace with ourselves."

Emotional intelligence shapes our communication with other people and our acceptance of our own self. It delineates how we learn and what we learn; it permits us to set our priorities; it controls the majority of our day-to-day activities. Science and Psychology has time and again proven that our Emotional intelligence is accountable for as much as 70 percent of the "victory" in our daily lives.





Emotional Intelligence

Suma Nair,
Central Training- Human Resource Development,
The South Indian Education Society

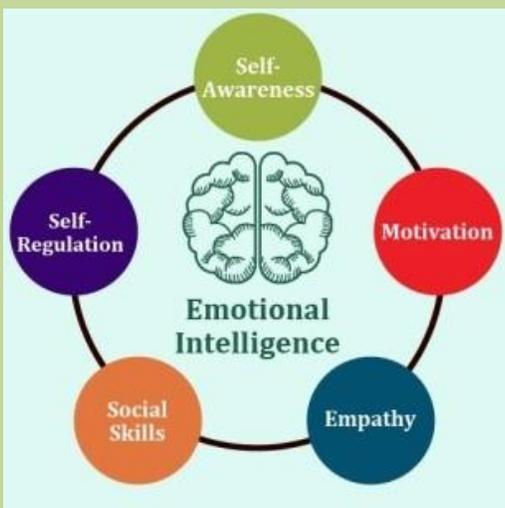
"There is only one corner of the universe you can be certain of improving... and that's your own self" - Aldous Huxley

As we know, it's not the smartest people that are the most successful or the most fulfilled in life. You probably know people who are academically brilliant and yet are socially inept and unsuccessful at work or in their personal relationships. Intellectual intelligence (IQ) isn't enough on its own to be successful in life. Yes, our IQ can help us into college, but it's your emotional intelligence (EQ) that will help to manage the stress and emotions when facing final exams. IQ and EQ exist in tandem and are most effective when they both are elevated and building off one another.

Emotional Intelligence (EI)

is a dynamic force which acts as a guide to success.

The trending term Emotional Intelligence was created by two researchers – Peter Salavoy and John Mayer – and popularized by Dan Goleman in 1996 in his book of the same name. Emotional intelligence is “something” in each of us that is a bit intangible. We should learn to recognize our emotions, understand them and handle them effectively.



Elements of EI:-

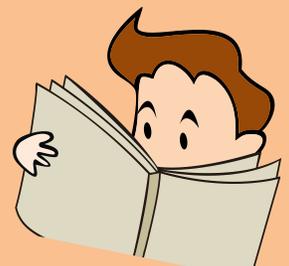
Self-Awareness: The first most important aspect in EI is to understand how our emotions affect both self and other while interacting. You recognize your own emotions and how they affect your thoughts and behavior. You know your strengths and weaknesses and have self-confidence.

Self-Motivating: Motivating others is easy than being self-motivated. An attitude towards never to say no the person handles challenges and situation with highly productive and are very effective in whatever they do.

Empathy: Empathy is the ability to identify with and understand the wants, needs and viewpoints of those around us. People with empathy are good at recognizing the feelings of others, even when those feelings may not be obvious. As a result, empathetic people are usually excellent at managing relationships, listening and relating to others.

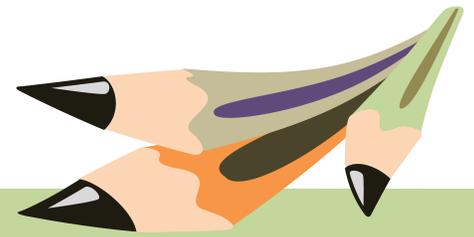
Social Skills: Understanding the emotions, needs and concerns of other people, pick up on emotional cues, feel comfortable socially and recognize the power dynamics in a group or organization.

Self-Regulations: Controlling self, behaviour, emotions, feelings and self-regulation is the ability to calm yourself down when you're upset and cheer yourself up when you're down.



As we are aware emotional intelligence is learnt and developed by self, some of the tips on how to work on self:

4. Caring for self; it is essential to understand the signals of our body and keep a healthy body and mind. Mediate, exercise, walk, read and pursue any hobby to spend quality time for self.
5. Observe how you react to people? Do you judge or try to put yourself in their place and be more open and accepting in their perspective and needs.
6. Asking self how do I feel today? If your feelings seem extreme one day, take a minute or two to think about it how the day could be better or thank the almighty for making the day wonderful.
7. Identify and focus on the action that will bring happiness and there by motivate. Creativity in all endeavors will lead to motivation. Hence, setting benchmark and innovation in work will lead to be contented.
8. Look at your work environment. Do you seek attention for your accomplishments? Humility can be a wonderful quality, and it doesn't mean that you're shy or lack self-confidence. Give others a chance to shine – put the focus on them, and don't worry too much about getting praise for yourself.
9. Do a self-evaluation. What are your weaknesses? Are you willing to accept that you're not perfect and that you could work on some areas to make yourself a better person? Have the courage to look at yourself honestly – it can change your life.



1. The ability to stay calm and in control in difficult situations is highly valued – in the business world and outside it. Keep your emotions under control when things go wrong.
2. People are usually more willing to forgive and forget if you make an honest attempt to make things right. Take responsibility of your action and if required apologies.
3. Examine how your actions will affect others – before you take those actions. If your decision will impact others, put yourself in their place.

Although "regular" intelligence is important to success in life, many companies now use EI testing to hire new staff. EI has equal importance in each every individual life.

Once you train your brain by repeatedly using emotional intelligence strategies, emotionally intelligent behaviors become habits.





Tide Of the Emotions

*Dhananjay Kulkarni,
Wedding Photographer,
Foglight Frames, Pune.*

What determines the quality of life that you live? For most of us, it is a mixture of financial success, good health, and strong personal relationships. There are additional factors like opportunities for creative expression, clarity of thought, ability to respond to situations, and opportunities to help the society. What do these factors depend on? For financial success, or success in your chosen career your intelligence makes a big difference. Your cognitive abilities, your reasoning abilities, whether it is verbal, mathematical or situational, all determine the level of your intelligence. For health, the level of motivation for fitness, your ability to resist temptation and eat moderately, and your ability to remain in a joyful and stress-free state of mind in most situations matter. For happiness in personal relationships, apart from being able to provide for your partner, and being able to fulfil their needs and expectations, the way you handle your emotions is the key.

So as it is apparent, how well you can handle your emotions, and how well you can recognise and respond to the emotions of others, makes a big difference in how successful you are with regards to your health and your personal relationships – two defining factors in your happiness. And we all are aware of how effective we are at work, if these two factors are not in a state of balance. Our emotions can override our intelligence, and can lead us to making wrong decisions. Decisions taken in the ‘heat of the moment’, or decisions taken when high on an emotion are generally very different from decisions taken in a calm and relaxed state of mind, irrespective of the IQ (Intelligence Quotient).

How often have you been in a situation where your feeling overrides your thinking? Where reason takes a backseat and your heart leads the way? Haven't we all been in situations where the logical way is overlooked and we tend to go with what our heart says? This is emotion hijacking your analytical thinking. For a positive emotion like love, this can help you take decisions that are more compassionate, more forgiving, more considerate and will help you think from another person's point of view. But when negative emotions like anger or fear dominate your emotions, it may lead you to take decisions or actions that you may regret in retrospect.

Anger and fear have their place, and this needs to be respected. They are a means of self-protection, a part of your defence mechanism. But to let them have a free run might not always be the best strategy. It is important to be aware of your emotions, and to respect them, but you need to make sure that they are kept under control, knowing that they are here only to serve you, and not to boss around.

This brings us to ‘emotional intelligence’. Are your emotions under control? Or do you get carried away? How well you are aware of your own (and other's) emotions, and how well you respond to them pretty much makes up your level of emotional intelligence. In an ideal world, your emotional intelligence and your analytical intelligence have to work in sync, to give you a balanced perspective of any situation. If you rely on either one heavily, it can give you a distorted view, and may not help you make better decisions. But a good balance of your heart and brain will certainly be helpful in any situation.



But to go a step ahead, I would say that your emotional intelligence matters more than your cognitive abilities. It has a direct impact on your own health, on your personal relationships, whether it is your life partner or your parents/children or your relatives or your friends. It also has a direct impact on your social life, thus determining the very quality of life that you lead.

Take the case of a small child studying in Kindergarten. He has difficulty comprehending what the teacher is trying to teach him. The other children find no difficulty to understand the same. During lunch break, he sees that his friend has not got his lunch box. He instinctively offers to share his lunch with his friend, thus showing emotional maturity. And there is another kid who is quick to grasp the concepts taught in school, but is arrogant and possessive. At a later stage in life, who do you think will have more friends and be socially accepted? The answer is very clear. Now, if a student has both, emotional maturity and excellent cognitive abilities, the combination is bound to propel that child to a life of success and happiness.

The importance of emotional intelligence is being recognised even by psychologists / psychiatrists, and we now have a tool to measure it – Emotional Quotient (EQ). Quite a few assessment tests are including this aspect, along with the traditional IQ measures. A good emotional balance helps you remain in a balanced state of mind, helps you respond better to people and situations, helps you handle challenges with relative ease, and helps you think clearly, thus aiding your cognitive abilities well. It helps you make more compassionate choices, and improves the quality of your life and the people around you.

Most of the problems we see in the personal lives of people and around the world, are due to lack of emotional intelligence, with negative emotions such as greed, hate, fear, envy taking centre-stage. Unfortunately, most of the times, the negative emotions are at the forefront, than positive emotions like love. If the emotional needs of people are respected and given their due, especially from early childhood, it will make a lot of difference to how the next generation will deal with the challenges. It is important for schools and colleges to realise the importance of emotional intelligence, and incorporate modules to make the children and students aware of the importance of their own, and other's emotions, along with ways to handle them in a balanced and mature way.



Emotional Intelligence



*Priti Ambekar,
Founder of the preschool My Mind Maps,
Ex Principal of ORT teachers training college.*

“Winners are those who understand others and take them along “Emotional intelligence is a social intelligence which is a way of recognising understanding and choosing how we think, feel and act. It shapes our understanding and our interaction with others. It is now being globally accepted that cognitive emotional and social parts of ourselves are deeply interconnected and interdependent.

Our feelings influence our thinking, our thinking impacts our behaviour .Feeling thinking and action all affect one another. Goleman has rightly commented “Out of control emotions can make smart people stupid. All emotions have a connection between mind and body.

“Osho Rajneesh had quoted. “If there is emotion in the mind, the body begins to move. That is why we call it “emotions “it creates motion in the body. If you are angry suddenly the body begins to move. If you are sad your body begins to move. So while writing this article I thought about teachers and their emotional responsibility. The role models the ideal people for their students who have to all the time manage emotions not only personal but all the emotions of her students is such a tough job.

All our lives, we have been taught unconsciously to deny our emotions. That is come out stronger in every situation. But we forget to tell the children that we need to come out stronger, by managing our feeling and not curbing them. Deep within we curb our feelings and later in life we don't find a way of dealing with them, hence the suicide cases which we sadly hear about students, who actually feel they can't cope their studies, instead of understanding that they don't cope with their all subdued emotions which have started rotting.

Managing emotions means to soothe oneself when upset and being able to channelize motions to a positive end.Today's generation needs to feel" empathy “, understanding the emotional needs of peers, parents, grandparents, earlier in anoint family when there were many people to interact with emotional quotient was getting developed naturally. But now in today's time, every emotion is expressed through an emoticon via a mail or WhatsApp. The reach is of course easy and vast but feelings and expressions are taking a back seat.





We as adults and teachers or parents could use few guidelines to deal with freedom of expression as a practice.

1. Be willing to say a no to your children or students.
2. Don't over indulge or over protect your child.
3. Children should learn to deal with wide range of emotions both negative and positive.
4. Practice being non-judgemental and biased.
5. Get your children involved in house hold duties early, by doing this they feel valuable.
6. Talk about feelings as a family or in an organisation. We are not machines at the end of the day.
7. Be a patient listener, skilfully reflect back to your children what they have said and assure them that they have been heard.

Since we all know emotional intelligence is the key to both personal and professional success as it is the capacity to be aware of control and express one's emotions and to handle interpersonal relationships judiciously and empathetically, let's all practice this by using five categories of emotional intelligence.

1. Self-awareness
2. Self-regulation
3. Motivation
4. Empathy
5. Social skills.

At the end I feel when our emotional health is in a bad state, so is our self-esteem. We have to slow down and deal with what is troubling us so that we can enjoy the simple joy of being happy and at peace with ourselves.





Enhancing Classroom Practices by Building Emotional Intelligence Competencies in Teachers

- Ms. Suman Ananthanarayan
Asst. Prof. Sree Narayanaguru College of Education (B.Ed.)

If your emotional abilities aren't in hand, if you don't have self-awareness, if you are not able to manage your distressing emotions, if you can't have empathy and have effective relationships, then no matter how smart you are, you are not going to get very far.

- Daniel Goleman

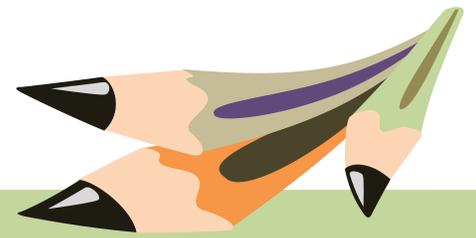
There is no denying that a positive learning environment goes a long way in creating happy, contented and successful learners. And the onus for creating such an environment lies entirely on the teacher. A teacher's role is pivotal as she is the link between the various stakeholders and the school. With such crucial responsibility resting on their shoulders, there is little doubt that a teacher's job is anything but a cakewalk. A teacher's job can be compared to that of a funambulist, who has to walk the path laid down and perform the act of balancing the students, parents, community and their expectations on one hand and the expectations of school personnel, the curriculum and the school ethos on the other; not forgetting their own professional - personal life balance.

Coupled with all this is the additional responsibility of meeting the demands of preparing citizens for the 21st century society and the associated expectations; not to mention the job - remuneration disparity that exists in the profession of education in India.

Given this scenario, teachers need to be extraordinarily competent and ace their performances without buckling down under the tremendous stress and pressure of their profession. Teaching profession requires great amount of emotional investment from the teachers, necessitating the need for educators to develop good emotional intelligence competencies.

Understanding Emotional Intelligence

For as long as we can remember, education aimed at development of an individual's academic ability; and one's success in life, especially professional life was proportional to their intellectual and academic superiority. It was only towards the middle of the last decade of the 20th century that the concept of 'Emotional Intelligence' gained popularity. While the emotional aspects of personality and the concept of 'emotional intelligence' have been studied with great vigour post the second half of the 20th century, the term '*Emotional Intelligence (EI)*' was introduced in 1990 by two American University professors Dr. John Mayer and Dr. Peter Salovey in their attempt to develop a scientific measure for knowing the difference in people's ability in the areas of emotion. And the credit for popularizing the concept goes to the American psychologist Daniel Goleman in his book '*Emotional Intelligence - Why it can matter more than IQ*' (1995).



The concept of emotional intelligence has gained popularity and acceptance in the recent years. The ability to appropriately identify, recognize and manage your emotions for one's own well-being as well as the well-being of people around you is what is described as emotional intelligence.

Emotional Intelligence can be defined as the ability to monitor one's own and other people's emotions, to discriminate between different emotions and label them appropriately and to use emotional information to guide thinking and behaviour. Emotional intelligence also reflects abilities to join intelligence, empathy and emotions to enhance thought and understanding of interpersonal dynamics.

According to the exponents of emotional intelligence, a person's emotional make-up largely determines his or her professional and personal success in life. One's Emotional Intelligence (EI) / Emotional Quotient (EQ) can be instrumental in achieving success in many areas of professional life and can help in increasing productivity, speeding up adaptation to change, developing leadership skills and stimulating creativity. People with high E.Q. are happier, healthier and more successful in social relationship in their profession. They are aware of their own feelings, show empathy and compassion for others and have high self-esteem.

Emotional Intelligence in the Classroom

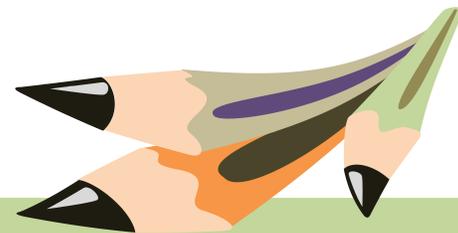
EI is an important life skill that needs to be developed in the future citizens of the 21st century to ensure not just a successful and balanced life but also for social, emotional and physical wellbeing. It helps them to deal with the adversities of life, to learn from mistakes and to adapt to life's constantly changing circumstances. But in order for a child to model effective behaviours and manage their emotions, it is necessary that teachers and parents are able to understand and manage their own emotions.

Today, teacher effectiveness and success greatly depends not just on pedagogical expertise but on a high level of Emotional Intelligence competency. EI competency involves successful management and regulation of emotions, especially management of negative emotions in a healthy and realistic way.

The teacher's emotional quotient is an important determinant impacting the class environment. Higher levels of emotional intelligence will help teachers to be more effective by increasing performance, reducing burnout and better physical and mental health. Being mindful of students' emotions and helping students in regulating their emotions will pave the path to help them develop as a holistic, competent and well balanced individual.

While a number of models exist to explain the construct of 'Emotional Intelligence', Goleman detailed five key components of emotional intelligence that allow individuals to recognize, connect with and learn from their own and other people's mental states:

1. **Self-Awareness** – the ability to know one's strengths, weaknesses, emotions, abilities, drives, values and goals and recognize their impact on others; being aware of the situation around and using this awareness to guide decisions.
2. **Self-Regulation** – involves controlling or redirecting one's disruptive emotions and impulses and adapting to changing circumstances.
3. **Motivation** – an inner desire to achieve.
4. **Empathy** – considering other people's feelings especially when making decisions.
5. **Relationship Management** – managing relationships to move people in the desired direction.



Using Emotional Intelligence to Enhance Classroom Practices

- *Practicing Mindfulness to enhance Self-Awareness*

Acquiring emotional intelligence competencies involves being self-aware as well as mindful. Mindfulness is a first step towards self-awareness as well as understanding others. Practicing mindfulness helps in reducing stress, depression and anxiety and helps in emotional regulation. Regular reflection and self-analysis will also help in improving self-awareness. Developing routines and identifying practices that enable one to become self-aware of one's emotions (both positive and negative) during teaching and learning and when dealing with students will help teachers enhance their own self-awareness.

- *Developing strategies for Self-Regulation*

Being reflective and mindful will also help develop effective self-regulation. There are innumerable occasions that require teachers to regulate their emotions and identifying and implementing appropriate strategies will enable teachers to evolve within professional practices. Noticing emotions as one experiences them, understanding the physical feelings as one feels the emotion coming on, finding a quiet corner and examining self, identifying positive and negative emotions and using appropriate strategies to deal with the negative emotions will help in self-regulation. Some other useful techniques to enhance emotional regulation include practicing yoga and meditation.

- ***Using Motivation as a Vehicle to Enhance Classroom Effectiveness***

Maintaining motivation as a teacher as well of students is important. Therefore, introducing specific short-term goals throughout the academic year to be achieved both at the individual and whole class level will help in enhancing the motivation levels of the teacher as well as the students.

- ***Building an environment of Empathy***

Team cohesion is most effective when students and teachers are in agreement to the targets set and the rules established. To achieve this, it is important to build empathy in the students as also in the self. As a teacher it is very crucial to understand the needs of the students and make each individual feel a sense of belongingness and togetherness. Empathy builds when the teacher identifies the needs of each student, understands the essence of their personality and develops strategies to build an environment of genuineness, acceptance and understanding.

- ***Weaving harmony into relationships***

Building and managing harmonious relationships with students, colleagues and parents is important for ensuring success – both professional and personal. A teacher can achieve this through activities to promote effective relationships amongst students as also between the teacher and the students. Incorporating collaborative learning strategies, group activities, group bonding exercises, sharing responsibilities are some of the strategies that a teacher can adopt to enhance relationship management in the classroom.

Today, when education is striving to build citizens of the 21st century, developing in them appropriate skills, competencies, values and attitudes; teachers have a great responsibility to shoulder. Success in creating effective 21st century classrooms lays a great deal of stress and emotional investment from the teachers.



Emotional Intelligence is an important competence that teachers need to acquire and develop in themselves and in the students to be able to build effective learning environments.

“We cannot tell what may happen to us in the strange medley of life. But we can decide what happens in us - how we can take it, what we do with it - and that is what really counts in the end.”

- Joseph Fort Newton

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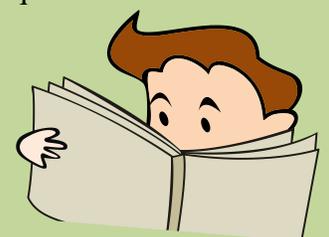
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Music and Emotional Intelligence

*Alannah Carol Fernandes,
Violin Tutor,
Pursuing PhD in Human Development*

“The music is not in the notes, but in the silence between.”

— *Wolfgang Amadeus Mozart*

Having been a music (violin) tutor for nine and a half to ten years to students varying from five years to fifty plus years old, music undoubtedly seems to have a great impact on an individual to stimulate emotions, be it while playing a musical instrument, singing or just listening to music!

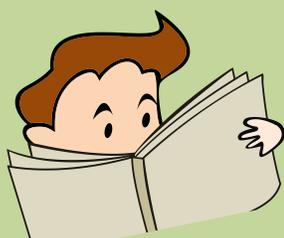
To my added advantage, completing my Master’s degree in Human Development and currently pursuing my PhD in the specialization of Human Development, I see through varied emotions that do spark up at my pupil’s music lessons. As Maria Augusta von Trapp rightly said, “Music acts like a magic key, to which the most tightly closed heart opens.”

There is vast research on music and emotional intelligence. Be it any kind of music – Indian or Western – music has a strong influence on an individual’s emotions and consequently one’s well-being. Particularly those in the field of music and psychology, would agree with me that there are innumerable number of researches that indicate how music uplifts one’s emotions. Other researches highlight how music has the power to cause happiness, joy and contentment.

Boothby (2017) stated that researchers have considered the probable mood enhancing and therapeutic benefits of music for centuries. A research from Durham University in the United Kingdom and the University of Jyväskylä in Finland, published in PLOS ONE involved three surveys of more than 2,400 people in the United Kingdom and Finland that focussed on the emotions and memorable experiences associated with listening to sad songs. The results indicated that most listeners gain pleasure and comfort even by listening to sad music and on the other hand the study found that for some individuals, feelings of negativity with deep grief can be caused by listening to sad music.

Over the years of being a violin teacher, I have experienced and encountered multiple cases wherein music plays a significant role in emotional intelligence. I would like to recount some of those instances:

Case 1: I was about to begin a class just when my seven year old pupil complained of a stomach ache. Sharan (name changed) was also in a bad mood and did not want to do anything at all. I let him be and gave him some time to gather himself together. I told him that we would do some light work and we could wrap up class faster than otherwise. However, as we began playing and proceeded with class, I observed that Sharan’s non-verbal cues were slowly changing. He sat through the whole class without any complaint and was quite attentive. After we finished with class, I asked him about how he was feeling and what had happened to his stomach pain. He turns around to me and says, “No, Miss Alannah. I’m feeling fine now. My music healed my stomach pain and I am not upset anymore!”



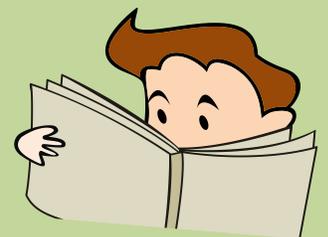


Case 2: Jemma (name changed) is a mother of a two year old having a regular nine to five job. She comes to me for her violin lesson once a week. Every class, Jemma has some complaint or the other, that is, either her child is unwell or she's having maid issues or such like. When she enters for her lesson, I more than often see her in a rather disoriented state. So, one day I decided to ask her, "Jemma, you're already so full up for the day and have so much on your plate. Why is that you have chosen to learn the violin and go out of your way to come for your music class?" She said, "Alannah, my days are so hectic, sometimes monotonous or an absolute race. Listening to music and attending class is like a leeway to my personal space and a place where I feel better as I experience a positive change in my emotions (except when I'm unable to play a song correctly!). When I'm with my music, I'm in a world of my own and love the feeling of being so."

Case 3: When Sanjana (name changed) a forty plus, unmarried, PhD aspirant first came to me, I thought to myself – "How am I ever going to be able to make her produce even a remotely clean sound from the instrument. How am I able to get any music out of this pupil?" Sanjana possibly has half a dozen illnesses (mental and physical), without exaggeration. Her hand trembled every time she had to play a note. But, strangely, her music took over her. Today, I see a remarkable change on how Sanjana has considerably improved with regards to her health and certainly her playing! Again, she is another example, wherein she says that her music has helped her very much to come to terms with her emotions and thoughts. Music, having positively affected her emotionally has eventually had a significant influence even on her health, physically and mentally. As Martin Luther had once stated, as well, "My heart, which is so full to overflowing, has often been solaced and refreshed by music when sick and weary."

Case 4: Crizelle (name changed) comes for her violin lesson on a weekday, directly from school after a quick lunch. Her mother never fails to always state that it is her passion for music that brings her to class even though she may be exhausted after a whole day at school with no rest. When I have to give her a class, I roughly gauge her non-verbal cues, build rapport and ask her how she's feeling. I play something light and upbeat for her and immediately I observe a gradual change in her emotions and overall energy. There's a spark in her eyes indicating that she's letting go of her previous emotions and moving into the present scenario and eventually enjoying her music class having a positive change in her emotions.

Case 5: Twelve year old Sam (name changed) is another one of my pupils who discontinued formal schooling and is currently home-schooling. Having been awfully bullied at school and having more than one learning disability, Sam developed a rather low self-esteem. When he first came to me and I began to build conversation with the boy, I realized that he has been emotionally scarred due to unpleasant experiences or doings. Over a couple of months and by the end of a year, Sam showed prominent favourable change, emotionally which certainly influenced his outlook and way of life, overall. His mother owes this change largely to music and how it has remarkably affected his emotions and several other characteristics of her son.





Emotional Intelligence

*Miss Anicca Chhabra,
Preschool Teacher,
The Somaiya School, Vidhyavihar*

We probably all know people, either at work or in our personal lives, who are really good listeners. No matter what kind of situation we're in, they always seem to know just what to say – and how to say it – so that we're not offended or upset. They're caring and considerate, and even if we don't find a solution to our problem, we usually leave feeling more hopeful and optimistic.

They don't get angry in stressful situations. Instead, they have the ability to look at a problem and calmly find a solution. They're excellent decision makers, and they know when to trust their intuition. Regardless of their strengths, however, they're usually willing to look at themselves honestly. They take criticism well, and they know when to use it to improve their performance. Such people have a high degree of emotional intelligence, or EI. They know themselves very well, and they're also able to sense the emotional needs of others.

What is Emotional Intelligence?

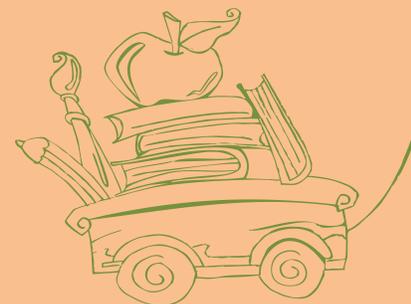
We all have different personalities, different wants and needs, and different ways of showing our emotions. Navigating through this all takes tact and cleverness – especially if we hope to succeed in life. This is where EI becomes important.

EI is the ability to recognize your emotions, understand what they're telling you, and realize how your emotions affect people around you. It also involves your perception of others: when you understand how they feel, this

Characteristics of Emotional Intelligence

In his book titled "Emotional Intelligence - Why It Can Matter More Than IQ" 1995, Daniel Goleman, an American psychologist, developed a framework of five elements that define emotional intelligence:

- 1. Self-Awareness** – People with high EI are usually very self-aware. They understand their emotions, and because of this, they don't let their feelings rule them. They're confident – because they trust their intuition and don't let their emotions get out of control. They know their strengths and weaknesses, and they work on these areas so they can perform better. Many people believe that this self-awareness is the most important part of EI.
- 2. Self-Regulation** – This is the ability to control emotions and impulses. People who self-regulate typically don't allow themselves to become too angry or jealous, and they don't make impulsive, careless decisions. They think before they act. Characteristics of self-regulation are thoughtfulness, comfort with change, integrity and the ability to say no.





Be Smart - Be Emotionally Intelligent

*Lakshmi Ganpathy,
Post Graduate Diploma in Guidance & Counselling*

Emotional Intelligence/Emotional Quotient (EI or EQ) is a term created by two researchers-Peter Salovey and John Mayer – and popularised by Dan Goleman in his 1996 book of the same name.

It is mainly the ability of an individual to deal with his/her emotions in a smart way. It is to recognise, understand and manage one's own and others' emotions. It can also be applied as a skill towards problem solving and thinking, especially under a stressful situation.

Initially, Intelligent Quotient was considered as a measuring tool using various techniques and tests. Every individual possesses emotional intelligence just that the degree of existence varies from person to person. It also helps one to stand apart from the rest of the crowd.

It helps one to manage the behaviour, helps in decision making and most of all in interacting with people under different situation. I strongly feel that this quotient plays a vital role in any field where one has to deal with people, for example, teaching, counselling, mental health professionals etc. to name a few.



People go through a lot of turmoil day in and out. This is true especially in today's competitive world, where everyone is busy struggling to reach the peak of success

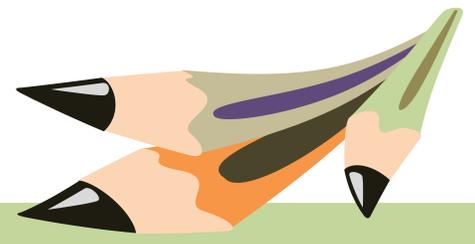
Being emotionally intelligent can enhance one's daily coping skills and deal with the issues effectively.

How to identify one's emotional intelligence level?

An emotionally intelligent person is:

- the one who is empathetic towards others
- able to respect and accept people as they are unconditionally
- able to accept one's own mistakes and understand that as humans it is normal to commit mistakes
- able to identify the mistake, rectify the mistake and find ways to simplify the same
- efficient in dealing with difficult people and difficult situation very comfortably
- able to say 'NO' by avoiding unwanted arguments

I feel that most of the above qualities of being emotionally intelligent is an essential requirement of being an effective counsellor. One needs to have a very high emotional quotient to deal with people and also to monitor one's own behaviour.



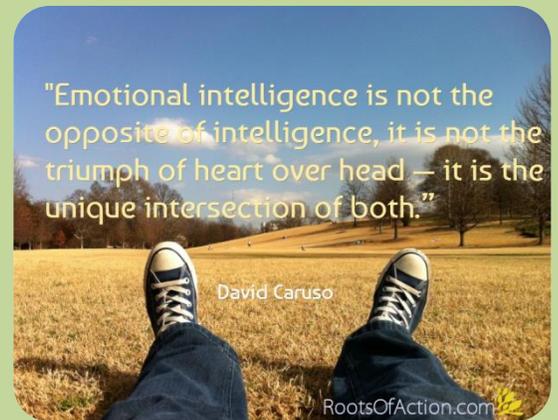
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War among Quotients

*Vrushika Shah,
Post Graduate Diploma in Guidance & Counselling*

There is a War between the QUOTIENTS,

Who is More Important INTELLIGENT QUOTIENT or
EMOTIONAL QUOTIENT...?

To Measure Ability to LEARN or UNDERSTAND, you
need IQ,

But to Measure Ability to USE YOUR EMOTIONS, you
need EQ...

To Clear an ACADEMIC EXAMS, you need IQ,

But to Clear SELF-CONCEPT, you need EQ...

To develop any SKILL, you need IQ,

But to IMPLEMENT it effectively, you need EQ...

To Build a CALIBRE, you need IQ,

But to Build Influential PERSONALITY, you need EQ...

To Determine Your THINKING, you need IQ,

But to Determine Your FEELINGS, you need EQ...

To Convince Someone by FACTS, you need IQ,

But to Convince Someone by REASONING, you need
EQ...

To Deal with the COMPLEX PROBLEMS, you need
IQ,

But to Deal with Your OWN SELF, you need EQ...

To Do EXPERIMENT, you need IQ,

But to Get EXPERIENCE, you need EQ...

To Get HIRED, you need IQ,

But to Get PROMOTED, you need EQ...

To Win the GAME, you need IQ,

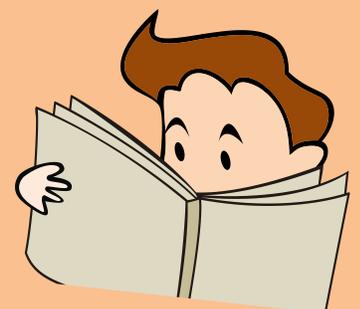
But to Win the HEARTS, you need EQ...

To Do Some WORK, you need IQ,

But to Get MOTIVATED to Finish That Work, you
need EQ...

To Get SUCCESS, you need COMBINATION of IQ
and EQ,

But to Get HAPPINESS and SATISFACTION, you
need EQ.



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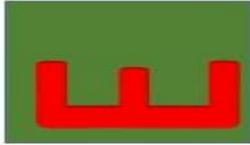
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