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Emotional Intelligence: Need of the Hour During Covid-19 Pandemic

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Abstract

In 21st century, every person is engaging in their life so much that unable to give time to their family members. With which the person is becoming unstable, unbalance, pressure, fear and seems to panic about the situation they are dealing with instead, that person needs to keep themselves calm, and give some time to relax their mind and body, then resume your work. It helps you build stronger relationships, succeed at school and work, and achieve your career and personal goals, management skills. Even when given knowledge of emotional intelligence the person can do self-evaluation with which he/she can manage or control their emotions in an uncontrolled environment. During the COVID-19, the person emotions test is conducted in a real situation to see their status of balancing themselves. This paper will focus on the meaning, characteristics, emotional intelligence and COVID-19, importance, strategies and intervention variables of emotional intelligence.

Keywords: *Emotional intelligence, COVID-19.*

Introduction :

Communication is the best way to balance your emotional equilibrium but to achieve this target, the person needs to have skills regarding communication, knowledge of handling the affected person, providing or creating an appropriate environment, where that person can feel free to tell or to express their emotions in front of others whether it can be their parents, teachers, or any others family members and society members. Children mostly spend time with their teachers and if the teacher is mentioning that particular child is emotionally unstable then, immediately that student should get a counsel so that he/she could be stable, balanced, skills related to problem-solving, building relationship, social, management, attitude, behavior, can be inculcated within themselves.

Whenever the child is in a problem at that time their parents need to be calm, patient, not to feel anxiety, fear, otherwise, their children will automatically feel emotionally unstable, unbalanced by which they will become uncontrolled. To eliminate all these problems, parents should be emotionally strong at that time then only the problem will be solved effectively. Afterward, it becomes the duty and responsibility of the parents to teach them how to solve the problem by giving some of the examples related to their experience so that slowly, these skills can be inculcated within themselves and able to solve problems by themselves in the future.

The great help can be given by the school when in the timetable zero-period will be included. Then, teachers can communicate with their students as a friend but then also no teacher

should discriminate between the students otherwise the aim of keeping this would not be fulfilled.

From the beginning of year 2020 the Corona- 19 virus have been spreading all over the country where billions of peoples get affected by it. But the effect is seen physically and emotionally in the form of panic attacks, changing whole personality and behavior, etc, So that person needs to balance their emotions effectively to deal with all problems facing currently.

Emotional Intelligence :

Emotional intelligence is a tool when used by the person appropriately to understand the emotions of others person to make them stable, balanced, maintain their feelings and become emotionally strong but for that, the person who is giving counseling to the affected person needs to give them autonomy in speaking, try to be friendly with them then, only they will communicate with you properly without any hesitation, which will enable you to understand them properly and accordingly your suggestions will work for them.

In other words, emotional intelligence is also known as emotional quotient. It is the ability to understand, use, and manage your own emotions in such a way that it can reduce stress, increase communication skills, facing challenges and it will help you to build stronger relationships, achieving of goals in an institution and organization.

These following skills will help the person to increase their strength power and will able to manage their emotions and so, connection can be made between two persons by (i) Self-awareness (ii) Self-management (iii) Social awareness (iv) Relationship management. For example, an extrinsic person is making an appropriate environment for an intrinsic person so that the person can involve them self with the environment. Goleman (1995) Mayer & Salovey (1990) said that “Emotional intelligence (also called the Emotional Quotient, or EQ) describes an ability to monitor your own emotions as well as the emotions of others, to distinguish between and label different emotions correctly, and to use emotional information to guide your thinking and behavior and influence that of others.” Cherry (2018) said that “EQ is emotional intelligence, which, as stated above, is all about identifying emotions in ourselves and others, relating to others, and communicating about our feelings”. According to Hein, “a person with emotional intelligence can distinguish between healthy and unhealthy feelings and so also the negative and positive feelings. It is the innate feelings with four major attributes like emotional sensitivity, emotional memory, emotional learning ability, and emotional processing ability”.

Emotional intelligence has been defined by Daniel Goleman, an American psychologist in his book “Emotional Intelligence-Why it can matter more than IQ”, (1995) within a framework of following elements.

Elements :

- **Self-Awareness** – It reflects that peoples with high emotional intelligence are able to control and manage their emotions in whatever situation they are facing. This gave them confidence to face the challenges by trusting their intuition with which they are not letting their emotions flow and all these things will make the person strong so able to perform better.

- **Self-Regulation** – If a person wants themselves to be stable in life then, they don't allow themselves to react on the things immediately for that wait for a minute, think, then act. This will give you confidence or a motivation in solving the problem in a better way.
- **Motivation** – As already discussed above, people with high emotional have a confidence and motivated towards anything they are facing.
- **Empathy** – If a person is able to solve their own problems by understanding the emotions of themselves then, only that person will able to understand the thoughts, emotions and problems of others, try to solve it.
- **Social Skills** – Stability in emotions will result in developing high social skills in the form of communication, building relationship, converting the person into extrovert but it would be possible only when the person is trying to develop themselves strong in case of emotional intelligence.

Emotional Intelligence And Covid-19 :

Harvey (2020) in his article wrote that, “With the Corona virus crisis accelerating, we are bombarded with new developments daily and even hourly. We don't know what to expect and listen intently to any new development, focusing on what the experts tell us to do to keep safe. The unknown, and the volatility of the situation, keeps us on edge, wondering what's coming tomorrow. This situation can make us feel afraid, overwhelmed, and helpless. While the threat is real, panic and having our emotions run amok will make the situation even worse.”

Following are some suggestions to control and manage our emotions and reactions in this pandemic period: -

- **Support children in navigating their emotions:** This virus is new to everyone but the adult can manage their emotions, understand and will manage emotional and relations but children can't do it. It is the responsibility of the teachers and adult to guide them at every stage of life then, only they will be motivated, stabiling their emotions and tell them how to deal with the problem that are coming in their way.
- **Focus on what we can control:** While giving people the knowledge about virus, people in the society can keep them self-aware, will take precautions and save their life without been caused by it.
- **Get news and updates from reliable sources:** During this time, teachers need to update themselves from all the sources they can reach, in relation to current situation which will help the students, parents, and others members of the society to keep them save from the virus.

Components of Emotional Intelligence :

- **Self Awareness:** It help the students/children by making them aware about the factors that affect emotional intelligence of a person but through communication and this will give them confidence and able to handle the situation that are coming in their way. Handling of situation will show high emotional intelligence, resulting in self-awareness. This will help in facing the problem and understanding the emotions of themselves and of others in pandemic period.

- **Self Management:** - When people will get the guidance about self-awareness then only, they will manage the situation by themselves which will build the relations among others.
- **Social Awareness:** - Self-awareness will help the person to make aware about the handling of emotions, building relationship, communication in the society. It can be done through keeping the workshop, nukkad natak in the society for spreading awareness.
- **Relationship Management:** - If a person is able to understand the all domains in an effective way discussed above then definitely the management skills of relations will develop automatically.



Strategies :

Emotional intelligence can be improved by working on these skills during this pandemic period:

- **Stay stable**
- **Creating an environment of psychological safety**
- **Welcome dissent**
- **Model empathy and remove the risk of ridicule**
- **Invite challenges and prepare to be wrong**

Importance

1. **Students/Children:** The crucial time in the life of students/children is the adolescence stage where their family members, teachers, guardians need to calm, patient, stable so that they can understand the situation of their children/students they are facing. Accordingly, they can give the necessary suggestions to them for handling it. Even these qualities can come into their students/children when they will communicate, become friendly with them, teach problem-solving, led by example, listen to your child's feelings, with those management skills, communication skills, building and maintaining the

relationship with others, etc, can be inculcated within themselves. This will also help them to handle the current situation of COVID-19. Their emotional intelligence will increase when their four walls surrounding will be quiet.

2. **Teachers:** - The main problem in the class arises when the teacher is her/himself is affected by the emotions. But to eliminate all these teachers need to stable themselves by taking guidance from the fellow teacher or headmaster and even they can do yoga for resting their mind, body, and soul. It is the teacher only who can solve the problem of their students and make them understand the situation by telling them how to deal with it. Otherwise, it will automatically affect their emotions which would result in academic achievement. During this period, when students are at home. The teacher is taking a regular online class but then, also takes the stress that they should have a properly balanced diet, safety, support, and even they are concerned with their parents about their health. To maintain the balance between an online class and offline class, the teacher needs to be supportive at all times and listen to the students what they are saying, who knows that it might help them in the future and present too.

Intervene Variables of Emotional Intelligence :

Anxiety, pressure, frustration, bullying, angry and fear are the variables that mainly can affect the behavior, personality, attitude, and many more, etc, of human beings with which no proper development of the person can occur. Examination anxiety as a negative attitude, where parents want that their child should do vocational work and should pass with the first distinction but to deal with its guidance should be provided to them. (Shukla, Janette U, 2013). Student's achievement decreased due to stress taken by parents when their children are facing board examination. Because of parent's unavailability of time they are left alone to solve the problem of their own which increases anxiety, frustration and so, causes depression. (Bhalang, 2016). When anxiety comes in parents it leaves the dangerous sign from positive parental style to make an impact on the student's behavior and overall personality changes. (Sharma, 2016). Shukla (2018) said that home environment is the best solution to keep the students calm, balanced, matured and stable, also nurtures the individual and prepares him for his role and function in society but it differs with the home environment children are getting with which it effect the behavior, personality and attitude of students and so unable to adjust in the society but teachers and parents can help the students in reducing the stress and depression, teach them about useful social skills and values of life. Agarwal (2016) has done a comparative study on visually impaired and normal students, where normal students are free to express their emotions and feel easy to discuss with everyone, they discuss their problem and thoughts with everyone, so they have high emotional quotient and increases the academic performances.

Conclusion :

Giving proper guidance related to emotional intelligence will give positive results to a person with which he /she will able to manage, balance, stable and able to solve the problem by themselves and will build a strong relationship with others but for that those teachers, parents, principals, and even society members should be calm, patient, not to take stress, pressure, fear

otherwise their child will be demotivated instead of that should encourage and motivate the child when doing any activities of their interest then, only holistic development will occur within them and if something goes wrong/done wrong then, make them realize by communicating with them.

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