

## RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE AND EMPATHY AMONG ACADEMICIANS – A CONCEPTUAL STUDY

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### ABSTRACT

*Empathy is often defined as the feeling that you understand and share another person's experiences and emotions. The ability to share someone else's feelings. It is often characterised by the saying "put yourself in another one's shoe". Academicians consider that empathetic communication as a teachable, learnable as powerful communication tools increases efficiency and honours learners. Emotional intelligence is often measured as EQ which is defined as the ability capacity or skill to identify, manage the emotions of oneself, of others and of groups. This paper aims to showcase the concept of EI and empathy and their importance. Emotional Intelligence is an important factor for teacher's success. The purpose of this paper is to investigate the impact of Emotional Intelligence and Empathy among the academicians in Indian higher education institutions.*

**Keywords:** Emotional intelligence, Empathy, Communication skills.

### 1.INTRODUCTION

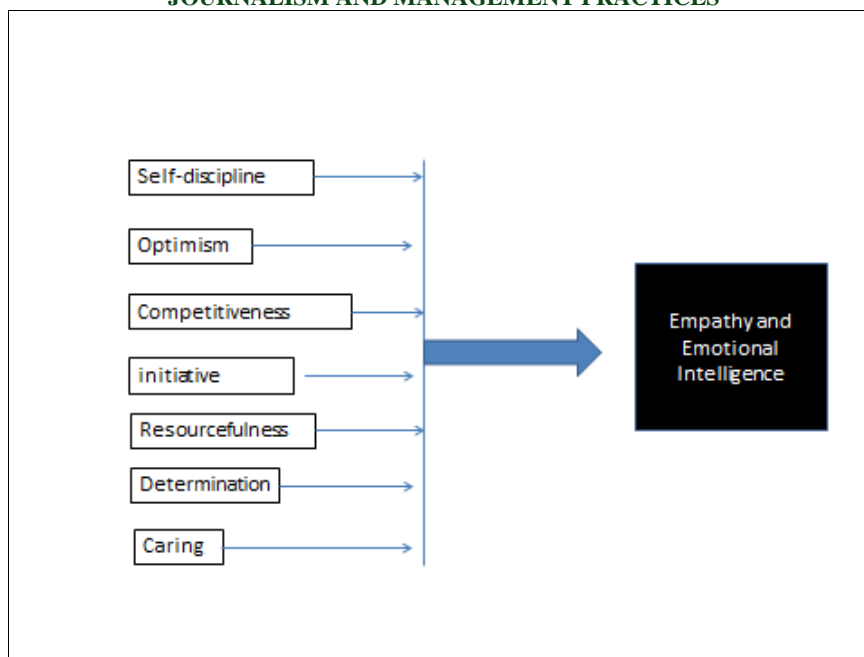
EI is the concept including perception, self control, expressions, control of emotions and empathy. In 1991 Daniel Goleman's book "The EI: Why EQ is more important than IQ?"

Goleman D (1998) argues that the effectiveness of communication was pointed out in that book. Emotional intelligence is someone's ability: (a) to understand his feelings, (b) to listen to others and to feel them, and (c) to express his emotions in a productive manner. The eighth essential attribute for Academician is Empathy and Emotional Intelligence. Empathy and Emotional Intelligence follow the first attribute, self-discipline. The self-discipline that is the foundation of all future oriented goals allows the professional person to set aside their thoughts, their feelings, and their emotions and to instead focus on feeling what another person is feeling. It allows them to control their communication. The second attribute, optimism. Optimism enables you to turn your empathy and emotional intelligence into a positive experience for other people. The third attribute, competitiveness. Competitiveness may get you in front of a prospect, but it is your empathy and your emotional intelligence that creates the connection between students and management.

The fourth attribute, initiative, because to act empathetically and with emotional intelligence is a proactive approach to understanding how other people feel before acting. It couples the ability to act with the ability to include other's needs. The fifth attribute, resourcefulness - empathy and emotional intelligence allow your resourcefulness to be leveraged with the thoughts and ideas of the people on whom your success depends. The sixth attribute, determination. Being determined requires action, action often involving other people. Empathy and emotional intelligence enable that determination to be coupled with a deep understanding other people's needs, their thoughts, and their emotions.

Empathy and Emotional Intelligence follow Caring. Caring is what underlies both the ability and the intention to act empathetically and with emotional intelligence.

Empathy is the ability to feel what the other person is feeling. It is to experience their emotions. Emotional intelligence is the ability to manage your own emotions, as well as the emotions of others. This is a skill that all great communicators possess. Empathy and emotional intelligence work together in Academics, enabled by caring, to produce long-lasting relationships. Together they are the foundation of trust.



**Figure.1:** Attributes of empathy and emotional Intelligence

## 2. EMPATHY

Empathy was a term coined by Theodine Lipps a German Psychologist, Gagan in 1983 indicates that empathy is the ability to perceive one's feelings on one hand while transmitting them on the other. Empathy should characterise teachers and learners communication in order to achieve desired academic records. In 2002 Fairbairn describes the difference between empathy and sympathy. Sympathy is an emotional reaction which is immediate and uncontrollable where empathy is to put ourselves in others position. Empathy can be expressive in terms of joy, sorrow, excitement pain, confusion and misery. LeCompte A 2000 "the ability to see the world through someone else's eyes." This is an attempt to live and feeling some way.

### Characteristics of Empathy in learning

Empathy is important in understanding and learning new concepts. They are crucial in developing ideas and solutions in problem solving effective communication and preventing conflicts. In achieving teamwork excellence we should encourage people to understand their expectation their objective to solve problems. Empathy, an ability that has its basis in emotional awareness, is a fundamental human skill. Empathetic people are more amenable to silence social signals indicating what other people may want or need (Leiberg S, Anders S 2006). This makes them better in professions related to community outreach, teaching, sales and administration. Fleiss introduced the process of identification in empathy ("trial identification") via "becoming" the patient. After gaining understanding of the patient, the analyst project understanding back to the patient. Fleiss (1942) uses the oscillation between observer-participant-observer in his description. Greenson's (1960) model presents in detail the therapist's experience of empathy. His description of the working model is a central part of this experience. As he oscillates from observer to participant to observer, he speaks of his reactions to the patient progressively. An "aha" is reached, and he communicates this understanding to the patient. Jordan (1991) describes an initial "surrender of affective arousal," leading to a "temporary identification." Through affective connection with and cognitive separateness from the other, one can help the other understand his/her world better.

## 3. EMOTIONAL INTELLIGENCE

Emotional intelligence is often measured as EQ which is defined as the ability capacity or skill to identify, manage the emotions of oneself, of others and of groups.

Emotional intelligence is defined as the ability to control someone's wishes and to delay their fulfilment, to regulate others' mood, to isolate feeling from thinking, to place you into another's shoes and to hope. Also, it includes a range of skills such as self-control, persistence, zeal and ability to motivate others (Davies M. et al 1998).

According to Goleman D. (1998), emotional intelligence involves the following elements: self-awareness, empathy, handling relationships, managing feelings, motivation.

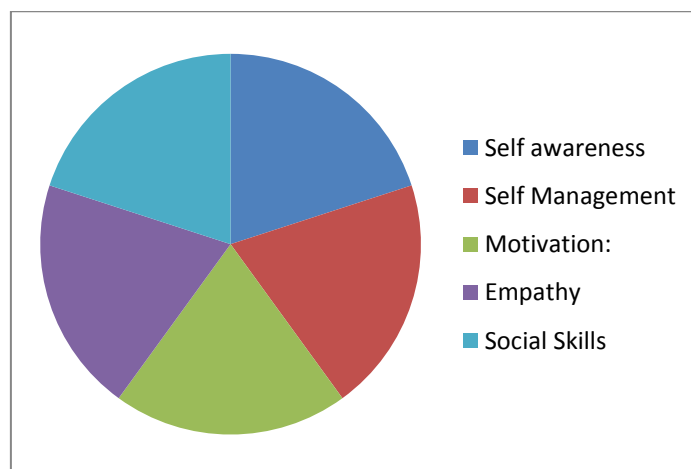
There is no magic number for the multiplicity of human talent, but you can sort these capabilities in five key areas:

- Knowing our feelings.
- Controlling our emotions.
- Exploration of incentives
- Recognition of other person's emotions
- Handling relations.

### The elements of Emotional Intelligence:

In general there are five elements of Emotional intelligence, they are Self awareness, Self management, motivation, Empathy, Social Skills.

- **Self-Awareness:** Self-Awareness is the ability of an individual to know about his/ her emotions. This makes a lot of difference in various situations like decision making, knowing our weakness and strengths etc
- **Self-Management:** Self-Management may be considered as the next level to self awareness; this includes controlling anger, controlling stress etc. This is very important for Conscientiousness. Conscientiousness is the personality trait of being thorough, careful, or vigilant.
- Conscientiousness implies a desire to do a task well. Conscientious people are efficient and organized as opposed to easy-going and disorderly.
- **Motivation:** Motivation is being guided by personal preferences in choosing goals, This element of EI is very important in situations like performing well in competitive exams , interviews etc
- **Empathy:** Empathy is seeing us in other's position, feeling their pain. This element of Emotional intelligence is important in situations like social works, maintaining relationships etc.
- **Social Skills:** Social skill is any skill facilitating interaction and communication with others. Social rules and relations are created, communicated, and changed in verbal and nonverbal ways. The process of learning these skills is called socialization.



**Figure 2:** Elements of Emotional intelligence

**TYPES OF EI:**

According to Golemann EI have five elements like self-awareness, Empathy, Handling relationship, managing feelings and motivation. Gottman J (2000) proposes the following stages of emotional education:

- Awareness of student's feelings
- Recognition
- Hearing with empathy and confirm student's feelings.
- Help the student to name his feelings
- Setting limits while helping to explore strategies for problem solving
- Recognition and Setting targets
- Thoughts on possible solutions
- Assessment of proposed solutions on the basis of family values
- Helping the child to choose a solution (Plomaritou V,2006).

**4. TEACHING STRATEGIES**

EI's main objective is to be aware of our own feelings, to recognise them, to name them and to express in productive manner. It is important key must be remembered that each and every learner is unique and the teaching strategies must be unique in a mixture of Empathy an EI.

- Teamwork is very important nowadays in teaching as learners don't want any teacher to give lectures and force them to learn. Instead they want a team activity which could make them understand the concepts.
- Students should also listen to other fellow students.
- Teachers should also listen and understand their students to achieve academic excellence.

**DISCUSSION**

Emotional Intelligence is the ability to handle our emotions and our relations in a way that leads to excellence. People who have Emotional intelligence are fed by contacting others. Jordan, Greenson, and Fleiss all follow the concept of oscillation from observer to participant to observer. Also, all describe an important role to the concept of identification in empathy. They also recognise others feelings allowing their expression, they with stand negotiation and they can protect themselves from any negations emotions, and So EI is very important factor to achieve excellent results in teaching.

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