

## **NOTION OF EMOTIONAL INTELLIGENCE AND EMOTIONAL KNOWLEDGE**

**Salohiddinova Yorqinoy**

Andizhan Agricultural University

A man is a human creature. His behavior, interests and emotion have been the subjects of studying in the works of many scientists. Especially, emotion was the subject of investigations. Here we may present the works written by Beldoch [1964], Leaner [1966], Keith Beasley [1987], Stanley Greenspan [1989], Peter Salovyev and John Mayer [1989]. And also doctoral thesis “A study of emotion: Developing Emotional intelligence” by Wayne Payn. Their investigations laid foundation for theoretical studying of emotional intelligence. Later the term “emotional intelligence” has become widely known after publishing Goleman’s book “Emotional intelligence – why it can matter more than emotional quotient”. [19p.] Goleman considers emotional intelligence as a type of intelligence. But the other scientist Eysenck criticizes it stating that his description of emotional intelligence contains unsubstantiated assumptions about intelligence, and it lacks of scientific basis.

Another researcher Locke thinks it (emotional intelligence) as the ability to grasp abstractions characteristic to a particular sphere of life, i.e. emotions. He suggests to treat it as a skill. In psychological literature one can see theoretical distinctions between such factors as abilities and achievements, skills and habits, attitude and values, personality features and emotional states. And some scientists think that the term emotional intelligence includes above mentioned concepts and definitions.

So, solving the problem concerning to emotional intelligence should be carried out on the basis of psychological rules and the result of psychological investigations.

Let’s see one more argument expressed by Lendy (2005) in which it is said that in the previous studies emotional intelligence but not with a personality measure or with a measure of an academic intelligence.

The studies of this problem show that emotional intelligence measures correlate with established personality dimensions. And it should be stressed out that emotional intelligence measures and personality measures are alike because they are both aimed to measure personality features and feelings.

In Goleman's studies five main categories of emotional intelligence are outlined. They are given here in below: Self-awareness; Self-regulation; Social skills; Empathy; Motivation.

1) Here self-awareness means the ability of a person to know one's emotions, strengths, weakness, drives, values and goals. And it leads for person to use strong feelings and guts in making decisions in different life situation. It is seen on their impact on the others. Self-awareness has the following main elements:

1. Emotional awareness. This is one's ability to recognize his/her own emotions and consequences of them.
2. Self-confidence. That means to be aware of one's own self-worth and capabilities.

2) Self-regulation can be seen in controlling and redirecting one's disruptive emotions and impulses in different life situations and emotional states. It also expresses the adaptivity of a person to changing circumstances.

It should be stressed that one has always a little control on his/her emotions in a state of rage. Emotions may be positive and negative. In both cases a person needs self-regulation. It involves the following main features:

- Self-control. Managing disruptive impulses.
- Trustworthiness. Maintaining standards of honesty and integrity.
- Conscientiousness. Taking responsibility for one's own performance.
- Adaptability. Regulative change with flexibility.
- Innovation. By self-regulation a person may be ready to new ideas and new changes.

3) Social skills show the ability of a person for managing and influencing on the people to change their decisions and lead them to the desired direction. Such emotional intelligence is characteristic for strong mild willed persons who have

the character of leadership. Social skills include the development of good interpersonal skills. They are important in one's life and career.

In the process of worldwide globalization and integration which is going on now everyone has easy access to technical knowledge. Besides this it demands a person high emotional intelligence which permits better understanding, negotiating with others in ever-growing global economy.

**Here are the most useful social skills:**

- Influence and wielding effective persuasion tactics;
  - Communication for getting or sending clear information;
  - Leadership for inspiring and guiding people;
- 4) Empathy means to feel the other's emotional state to express one's sympathy and taking into consideration all of these in making decisions. An empathic person excels the others at
- Service orientation such as anticipating, recognizing and meeting clients' needs;
  - Sensing others need to progress and bolstering their abilities;
  - Various means of achieving goal and cultivating (i.e. improving) favorable conditions in different people
  - Political awareness and reading people's emotional feelings and power relationships.
  - Understanding others, i.d. understanding the feelings behind the needs and wants of the people.
- 5) Motivation is an emotional state of a person and has a strong desire for going something or carrying out some activities. Motivating oneself for any achievement requires clear goals and positive attitude. Motivation has the following characteristic features:
- Strong desire for achievement and striving to improve a standard of excellence;
  - Equate with the goals of the other people;
  - Be initiative and train oneself how to act in different situations;
  - Be optimist and pursue goals persistently despite obstacles;

There may be a set of emotional competencies within each of these above mentioned five main features of emotional competencies.

These competencies are not innate or inborn abilities and talents. They are learned capabilities which should be formed and developed in the person during his life.

According to Goleman individuals are born with a general emotional intelligence and this determines the individual's potential for learning emotional competence.

And he distinguishes emotional competency and social competency.

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