



Emotional Intelligence and Stress Management

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Intelligence and Emotional intelligence

- ▶ Psychology is the scientific study of mental processes and behavior.
- ▶ Personality: Cognitive and Affective components. Ability and Temperament
- ▶ Unlike Sociology here the focus is on individual (in society) as behaviour is exhibited mostly during the process of interaction, which leads to Socialization
- ▶ This process (socialization) leads to the development of personality. We learn how to respond, behave, and adjust to the environmental demands. It involves internalization of moral and social values, traditions etc. Mores and Folkways: Moral norms—conventions and traditions etc.
- ▶ Our self concept is shaped (individuation). The Ideal and Real Self. (Self discrepancy)
- ▶ There are personal, religious, and societal checks on our behaviour. (Self evaluation and the perception of evaluation by others(the reflective process).

Ability: Intelligence, Achievement, and Aptitude

- ▶ Intelligence is the global capacity of an individual to think rationally, act purposefully and deal effectively with ones environment.
- ▶ Utilizing your past experience in the solution of new problems
- ▶ Intelligence Quotient (IQ)
- ▶ EQ (EI), Emotional Intelligence Quotient is where temperament meets ability
- ▶ EQ is generally considered as ones ability to understand and control ones emotions effectively in a positive way for various personal and social purposes

EQ: Daniel Goleman, Emotional Intelligence

- ▶ EQ is your ability to understand and manage your emotions effectively (and understand others' emotions too). It has 5 components:
- ▶ Self Awareness: Understanding ones emotional strength, weaknesses, triggers which provides foundation for stress management and other important issues
- ▶ Self Regulation: Managing and controlling your emotional responses effectively in different situations for better resolution of issues
- ▶ Motivation: Despite difficult situations, harnessing emotions to achieve your goals
- ▶ Empathy: Sensing and understanding other peoples' emotions for better communication and building better social relations and building social capital
- ▶ Social Skills: Using social skills for better communication and networking for resolving conflicts

Stress: General Adaptation Syndrome (GAS)

- ▶ Stress is an emotional response to react to internal and external stimuli having the potential to challenge you (stressors, different for different individuals out of many stimuli present in the environment)
- ▶ GAS is a physiologic reaction to stress (eustress or distress) involving 3 stages, Alarm, Resistance, Exhaustion or completion/satisfaction. Long stressful periods are damaging. If the situation is successfully handled the stress goes down.
- ▶ Prolonged stress leads to Exhaustion (drains your energy) leads to conditions like fatigue, low tolerance, depression, Anxiety, Burnout and might cause BP, Diabetes, CHD. Certain jobs are very stressful
- ▶ Job stress especially in new jobs, doubt about ones potential, Set or Self fulfilling prophecy, Work Family Conflict
Absenteeism, turnover. Burnout and other issues
- ▶ Amygdala vs Prefrontal cortex (bad vs good guy)
- ▶ Type A, ambitious, aggressive, impatient, competitive
Type B, laid back, flexible, relaxed, patient (Friedman and Rosenman, 70s)

Solution: What is Important

- ▶ Know thyself, Resisting impulsive reactions, flexibility, exhibiting tolerance, positive attitude, resilience, identify your triggers, cognitive reframing, hardiness helps, Adversaries, staying calm in stressful situation
Don't demand perfection, learn from your mistakes, take criticism for improvement. The world is a reflective place
Social Capital, family and friends, Hujra Jumat
- ▶ Sit with elders and teachers (the sources of wisdom), Time factor
Semester System. Life has become faster
- ▶ Mediation, exercise
- ▶ Seeking help, Psychology Clinics, Assessment and Counselling Centres



▶ Thank you

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