

A Review on Emotional Intelligence Training

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ABSTRACT

This paper depicts the literature of emotional intelligence training. It is a series of discussion on Emotional Intelligence Training and Emotional Intelligence Training in Entrepreneurship. The variety of past studies elaborate the importance of emotional intelligence training and justify the benefits. These can be seen from the scholar's rationalization in the experimental studies.

KEYWORDS: Emotional Intelligence, Training, Experimental Studies.

INTRODUCTION

This study will explore the literature of Emotional Intelligence Training. The need to understand the experimental studies will be explained further throughout this article. The diversity types of experimental studies for emotional intelligence training are vital to comprehend for the beneficial purposes. A series of Emotional Intelligence Training will be given to an experimental group. The highlight of this paper will emphasize the details on how the studies will be conducted accordingly.

LITERATURE REVIEW

Experimental Study of Past Entrepreneurial Emotional Intelligence Training

The experimental study of emotional intelligence was done to assess the impact of emotional intelligence training on entrepreneur cultural to strengthen the ability of individual entrepreneurs in the formation of personality, attitude and social skills through the development of multicultural entrepreneurs' individual emotional intelligence (EQ). The researchers have obtained information on studies using the experimental method to compare the critical impact of emotional intelligence training programs from abroad.

Pre-positioned design of quasi-experimental was conducted involving two groups of first-year university students from two universities in northern Jordan [1]. The purpose of this study was to examine the effects of emotional intelligence training in improving the level of social and academic adjustment. Experimental group consisted of ten days training session of emotional intelligence between one hour to one and a half hours per day, while the control group was only given questionnaire pre-post. Researchers used the Emotional Intelligence Assessment instrument or Emotional Intelligence Appraisal (EIA) [2] in which the emotional evaluation items have basic theory, based on the model pioneered [3].

The analysis of variance (ANOVA) analysis results between the groups showed that overall emotional intelligence training program was obviously very effective namely to enhance emotional intelligence among participants in the experimental group, but increased emotional intelligence in social and academic adjustment, not some significant works. Training programs have been implemented through a series of lectures, discussions, demonstrations and experimental methods such as role plays. Summary of treatment used and the concept is as mentioned next [4]:

Session 1: Introduction on emotional intelligence skills and the importance of these skills to maximize consistency among students.

Session 2: Understanding one's emotions and building self-confidence.

Session 3: Build of self-concept and autonomy.

Session 4: Provide an opportunity to recognize the appropriate emotional response to training programs in different conditions.

One of the contribution from the results of the study is it was made as an indicator of significant differences between experimental groups and controlled over the variables of emotional intelligence, as well as by first year

university students. Students were able to take advantage of the findings by improving their scores on the academic and social adjustment after their emotional intelligence training program. The study had suggested some of the emotional intelligence training to be used as an additional strategy to enhance the social and academic adjustment among teens and adult students.

Highlights of the literature were justified by this study based on research experiments on both pre-test and post performed by establishing emotional intelligence training program structures, workshops, discussions and evaluation of emotional intelligence program Bar-On with the approach of cognitive learning, behavior and humanistic approaches [5].

Emotional intelligence training program and the entrepreneurial leadership presented is one of the experimental studies designed to enhance an individual's emotional intelligence through deep involvement among participants. This program is ideal for entrepreneurs and managers, supervision staffs, individuals who aspire to higher level positions and any professional leadership challenges experienced current employment. In the study, the participants were made ready to understand about the dynamics of emotional intelligence which allows their stature as a leader to inspire employee commitment, motivate others of concerned [5] and build lasting relationships for the sake of success or continuous improvement in their respective organization [6].

The background of Emotional Intelligence Training for Entrepreneurship

The main challenge of entrepreneurship in the 21st century is very complex and still in need of entrepreneur development through entrepreneurship training program, which is important for individuals and organizations [5]. However, emotional intelligence as an element of personal capacity or personality capable of affecting behavior of entrepreneurs at work or in any presented conditions [5]. Innovation and transformation of the erratic changes in terms of modern technology and new market justify the emotional intelligence as a set of critical skills for having an effective leadership and entrepreneurial success [7].

EQ is a human capital asset required both intensive and extensive training in transformation of cultural entrepreneurs which are relevant today. Therefore, a summary of the emotional intelligence training program for entrepreneurship shows entrepreneurs or participants should share four main objectives:

- I) Increase knowledge about entrepreneurship and cultural entrepreneurs in terms of emotional intelligence in co-relation to Bar-On.
- II) Create more entrepreneurial attitude among participants.
- III) Creating behaviors and personality towards entrepreneurship among participants.
- IV) Increase social entrepreneurship skills among participants.

The term EQ is equivalent to the model of cognitive ability (IQ). In this study, it should co-relate to unity with EQ or congruent with behavioral, intellectually, emotionally and spiritually. Therefore, EQ training activities should be based on the concept and philosophy holistically within the aspects of intellectual, emotional, social or spiritual.

EQ should be based on the belief which rational locally and globally. Therefore, in this study, EQ training should involve the five skills of emotional-cognitive Bar-On [8] which sets the system for the local and global namely:

- I) Ability to be accurately cultured with emotions in terms of intrapersonal.
- II) Ability to evaluate or assess emotions accompanied by the ability of expressing ideas integrated with feelings of intrapersonal.
- III) Ability to manage emotions in terms of interpersonal skills that is related to communication skills and the ability to help others manage emotions.
- IV) Ability to understand about emotions and emotional knowledge; and the ability to organize (control-regulated) emotion.
- V) Ability to be the positive and subjective. To feel satisfied with yourself, others a life in general.

The advantage of EQ does not impose on IQ. But, its position is unique and has meaningful impact on the interest in helping the IQ in terms of stability and encouragement in many problem-solving to ensure the right decision was made swiftly. Training of the emotional intelligence amongst entrepreneurs could be considered sensible for both our personal lives and professional success to face various trials and challenges in the world of post globalization [9].

Research on EQ had shifted directions since the 1990's. Previous studies have shown that EQ is only the micro component of mental health or soft skill from the combination of the concept of Life of Health and Sustainability [10]. In the process of making the notion of EQ, Goleman combined the intelligence of a naturalist [11] which is the ability to learn something through experience from the environment and organisms of the ecological system. It could enhance the understanding of EQ merged with ecological intelligence, thereby cultivating awareness of the behavior or moral of entrepreneurs by being more grateful or increase in benefits.

Low of EQ had been associated with intrapersonal dimension such as an individual's behavioral disorder involving depression, anxiety, loneliness, too carefree, low self-esteem, feelings of suicide, aggressive behavior, poor impulse control and inability to adapt the interpersonal relationship. Implications of the vacancy of the soul and the meaning of life itself will lead to pressure, the rise in alcohol consumption or drug abuse and personality disorders were also not left behind. Thus being said, it could be one of the causes to stall the decision-making process especially in critical condition.

While on the other hand, high levels of EQ had been associated with an increase measure of wellbeing, happiness, success, job satisfaction and satisfaction of living a healthy and balanced diet that is free from restlessness and quite a number of chronic behavior disorders [12]. In human resource, management is the main criteria in the EQ organization. Healthy emotions are relevant and significant to the growth of the organization and the human errors in this decade as EQ is a new approach in understanding and assessing human behavior in terms of management style, attitude, interpersonal skills and the ability of potential. EQ is a necessity to aid in making judgements in the process of human resource planning involving occupational profiles, recruitment and selection of workers through interviews, management organizational development, customer relations and customer service [13].

In addition, previous studies have shown that different EQ components could be associated with different mental health problems and behavioral problems. For example, low regulatory-regulated emotional is associated with increased levels of depression while there is not any difference between perception of emotion with behavioral disorders [14].

Even with many studies on the negative impact of low EQ towards mental health and behavior of entrepreneurs, there are still a lot of research to be conducted amongst Bumiputera entrepreneurs that are rising in business performances. A few study had actually had reviewed each of the problems of mental health and behavioral problems entrepreneurs encountered that had been stated earlier. Most studies used an empirical methodology which is insufficient. For example, various EQ used significant samples consisted of university students while the majority of the results involved less members of the society [15] especially among entrepreneurs.

Hence, the study of EQ should vary empirically and pragmatically in particular especially with experimental research based design and observations involving a critical target group in society today such as the Bumiputera entrepreneurs of small and medium enterprises (SME). Theories and models of EQ Training are still in the early stages of development and testing of hypotheses. The study stated that the theory of EQ and EQ Training was at the stage that needed criticism. EQ Training should be tested carefully to obtain evidence and experience. Because most of the theory of EQ and EQ Training were in the stage of testing hypotheses, it is important to consider all the evidence on the reliability and credibility.

In [16] criticizes the EQ Multiple Intelligence theory and was distressed by the fact that there were many constructions of the EQ theory and Multiple Intelligence either conflicted or overlapped with the theories of personality "The Big Five" [17]. In his criticism of the definition of emotional intelligence, the researcher asserted that there are EQ which "constructs" up to too many gaps in opinion contrasting with each other.

For example, the limitation of emotional intelligence features Bar-On or EQ-i that had aspects that are not relevant (for example: problem solving, reality test and independence) and ignores many relevant (for example: the perception of emotions, expression of emotions and regulating emotion). However, EQ-i emotional intelligence domain sampling covers better than many other EQ instruments [18].

In other words, EQ is an invalid concept which was given only because the definition of diversity was similar to the definition of the personality or cognitive intelligence. Secondly, the definition of the EQ should be differentiated with the definition of personality and cognitive intelligence. Thirdly, the researcher noted the claim that EQ determined success in the world of a person's life have yet to be fully accepted until there are ample studies to prove that emotional intelligence is actually mutually integrated with each other in one's life [16].

However, in the initial stage of research development model of EQ Training and EQ, EQ theories needed more reviews and explanations of the framework concept to be more appropriate socially and within its cultural environments. Therefore, the solid theory or model of EQ training is an indication in the field of psychological assessment and criticism thereon is not humanistic enough is a weakness in the development model of EQ.

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