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EMOTIONAL INTELLIGENCE DEVELOPMENT TECHNIQUES

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Affectivity, as a particular part of psychic life, plays an imperatively important role in man's relationship with the world and with others around him. Emotions are involved in building interpersonal relationships and conditioning harmony in groups and collectives. There is no social situation or communicative influence that is not predicated and evaluated affectively and that does not generate reactions and emotional states. Thus, depending on the nature, criteria and intensity of emotional experiences and states, emotions can be constructive or destructive.

An important contribution in maintaining the functional nature of emotions and the performance of activities in stressful conditions is due to emotional stability, which combines the role of regulation and stabilization, allowing the maintenance of inner emotional balance, and the role of flexible adaptation to the changes that occur, without negative repercussions, caused by emotional reaction.

Keywords: *emotions, feelings, emotional intelligence, psychological techniques.*

TEHNICI DE DEZVOLTARE A INTELIGENȚEI EMOȚIONALE

Afectivitatea, ca o parte specială a vieții psihice, joacă un rol imperativ important în relația omului cu lumea și cu ceilalți din jurul lui. Emoțiile sunt implicate în construirea relațiilor interpersonale și în condiționarea armoniei în grupuri și colective. Nu există situație socială sau influență comunicativă care să nu fie predicată și evaluată afectiv și care să nu genereze reacții și stări emoționale. Astfel, în funcție de natura, criteriile și intensitatea experiențelor și stărilor emoționale, emoțiile pot fi constructive sau distructive.

O contribuție importantă în menținerea naturii funcționale a emoțiilor și a desfășurării activităților în condiții stresante se datorează stabilității emoționale, care îmbină rolul de reglare și stabilizare, permițând menținerea echilibrului emoțional interior și rolul de adaptare flexibilă la schimbări. care apar, fără repercusiuni negative, cauzate de reacția emoțională.

Cuvinte-cheie: *emoții, sentimente, inteligență emoțională, tehnici psihologice.*

Introduction

Emotions are daily life experiences, both in the intimate environment and at work. They represent both our response to the events and situations we encounter and, at the same time, can determine, in turn, other emotional reactions, which are reflected in the professional behavior of the employee.

Thus, their emotional stability contributes to ensuring the dynamic balance between the internal and external emotional state and the achievement of maximum efficiency in emotional and behavioral reactions in stressful situations in relation to civil society, with colleagues in the subdivisions, but also with leaders, and in order to achieve an emotional balance, it is necessary to know and apply certain reference psychological techniques, both individually or personally and under the guidance of the specialist psychologist of the subdivision of which he is a part [1].

In this article, we carry out a brief analysis of the concept of „emotion/feeling” and „intellectual intelligence/emotional intelligence”, as well as present several techniques for developing emotional intelligence, showing how important it is to apply them in practice.

People dedicated to the field of human resources, including psychologists, know what differentiates ordinary employees from those who stand out. We do not mean technical skills that are easy to learn and it is easy to determine whether a person possesses them or not, nor do we mean cognitive intelligence [2, 3]. We refer to the personal skills whose synonym is emotional intelligence. In order to better understand the term emotional intelligence, I went for the idea of analyzing by comparison, emotion and feeling.

Emotion (from Latin „emoveo” - „I shake”, „wave”) is a mental process of medium duration, which reflects a subjective evaluative attitude towards existing or possible situations and the objective world [4].

The process of generating emotion has the following path – first comes the stimulus from the outside world, then, in the subcortex of the brain, the processes responsible for emotion are launched [5].

They are characterized by three components:

1. Perceived in the psyche by the sensation of emotion;
2. Processes that occur at the physical level of the body;
3. Nonverbal elements.

Like many other mental phenomena, emotions are understood by different authors in different ways, so the above definition can be considered neither right nor wrong.

Emotions and feelings are not the same thing, although many psychologists consider these phenomena the same. Below (tab.1) we present the difference between emotions and feelings:

Table 1. Difference between emotions and feelings.

Emotions	Feeling
Emotions are short-lived. We react to a situation with emotions, for example, you write a document at work and do not save the information, an emotion of anger or upset arises. These emotions are short term, when you get home they will be gone.	The feelings are long and stable. They establish a close emotional connection with an object/subject that has motivational significance for a person. For example, when we think of a loved one, we can smile, feel an emotion of joy, or when we think of our parents' house, pleasant memories give us a „warmth" inside.
A person is not always aware of emotions, why they experience them and what specific emotions they are experiencing at the moment. When a person says, ‚Hot," what does that mean? What emotions does he feel? -Anger - Fear - Desperation - Anxiety	A person is almost always aware of feelings: friendship, love, envy, hostility, pride.
Emotions are hard to control and hide. For example, you received a valuable prize unexpectedly, the surprise and joy that overcame you in those moments will unconsciously appear on your face, it will be clear that at that moment you experienced the emotion of surprise and joy.	Feelings, as a rule, are internalized, they do not disappear and simply may not appear for a long time on the outside.

Materials and methods

To carry out the given study, the method of logical deductions, comparison, analysis, study of specialized literature, as well as international and national practices, was applied.

The purpose of the research: Presentation of techniques for developing emotional intelligence.

Research hypothesis: We assume that there are techniques for raising the level of emotional intelligence.

Research objectives:

1. Researching specialized literature in order to define the concept of emotion, feeling, emotional intelligence;
2. Researching specialized literature in order to identify techniques for developing emotional intelligence;
3. Presentation of emotional intelligence development techniques;
4. Formulation of research conclusions, elaboration of relevant recommendations and their submission to psychologists within the subdivisions of the Ministry of Internal Affairs.

Results and discussion

Generalizing the information specified above, we conclude that emotional intelligence is a person's ability to recognize emotions, to understand the intentions, motivations and desires of other people and their own, as well as the ability to manage their own and other people's emotions in order to solve certain problems. Emotional intelligence is one of the most popular concepts of the last decade. Experts from the World Economic Forum ranked it among the top 10 most important skills in 2020. On Amazon.com, we can find more than 6,000 links in the field of emotional intelligence.

Unlike intellectual intelligence, a term with which emotional intelligence is frequently compared, it is not related to reason but emphasizes energy, information, creativity, relationships with those around, trust. Intellectual intelligence, unlike emotional intelligence, appeals to reason, identifies alternatives and possibilities, makes important and conscious decisions. Emotionally intelligent people have the ability to recognize their own feelings as well as those of those around them in order to relate as well as possible. While intellectual intelligence emphasizes academic learning, language, rational thinking and analysis, emotional intelligence is characterized by interpersonal or even social skills [6, 7].

A person with high emotional intelligence understands his emotions, knows what role feelings and emotions play in communicating with people, is able to express his emotions in such a way as to establish and maintain friendships with others, seeks to know and to enrich his inner world, knows how to regulate his emotions, knows how to manage internal motivation, to maintain the mood for achieving the goal.

A person with low emotional intelligence is conflicted, irritable, indecisive, seeks to keep everything under control, subject to strong feelings of anger.

There are no bad or good emotions. We need all emotions, important to know how to manage them.

„It is very important to understand that emotional intelligence is not the opposite of intelligence, it is not the triumph of the heart over the head – it is the only way to overcome both” D. R. Caruso [3].

If emotional intelligence is not developed, it is very difficult for a person to recognize his emotions and read the state of other people [8].

The first and most important thing is to develop the ability to be aware of your own emotions. Let's learn to understand in each moment (if any) what emotion we are experiencing. This is not so easy to do, because there are a number of objective difficulties. For training, it is advisable to start tracking the emotional state every day at a certain time. Any emotion is a release of a certain hormone. Therefore, it is important to trace where the sensations originate in the body [9].

To improve police officers' ability to understand other people's emotions, we can guide them to pay attention to the non-verbal behavior of the people they interact with, thus developing empathy skills. If the communication takes place with a loved one, or an acquaintance, I can check the correctness of the assumptions by asking them: „How do you feel?” or suggesting, „I think you're upset about something right now.”

Managing emotions should not be confused with suppressing them. Often, for employees, the only way they have perfect control is to suppress their emotions [10]. However, emotions cannot be permanently suppressed, they will either break through into another situation (what is called „accumulated”), or will manifest themselves against a psychosomatic background (for example, a headache will begin). Little children are often told, „Boys don't cry”, „Good girls don't do that”. Therefore, many of us are used to suppressing our emotions to fit society's standards [11]. There are other ways to manage emotions. Many of them are familiar to us: breathing, walking, physical activities. One of the effective ways of emotional management is verbalization – a description out loud of the state that the person is experiencing: „I'm a little worried, anxious, slightly irritated”, etc.

Below, we present a series of exercises that can help in the process of detecting and managing emotions:

• The „Small silent screen” exercise

Start a movie you haven't seen yet and mute the sound. Follow by observing the gestures, facial expressions, location in space of the characters, reflecting on the emotions they are currently experiencing. This is a very interesting process. If you don't like watching feature films this way, watch some TV debates or news. Watch a segment of a familiar movie and a segment of an unfamiliar movie with the sound off. What

is the difference in the observation process? What are the similarities and differences in nonverbal behavior across cultures? Watch a movie with famous actors and some cheap series. Compare the non-verbal expressions of actors with real people in a news program.

• The „Bus" exercise

Follow people. What do these people feel? If you see a couple, what kind of relationship are they in? If someone tells something to someone, is the story funny or sad? How do people react?

• „Body Methods" exercise

Choose a body method for managing emotions that can be used in almost any situation. For example, clenched fists. Stand up on your toes a few times. Get up, walk around a bit and sit down again. Practice at least once an hour.

• The „Problems" exercise

Write a list of problems that are relevant to you. Remember the maximum number of problems. Now reframe these problems into goals. Be sure to formulate the goals in a positive way, that is, without using the words "no", as well as the words „give up", „stop". Formulate goals as clearly as possible, make sure to set the date by which you intend to achieve them. Notice how your emotional state has changed since you started.

• „Emotional motivators in my company" exercise

Gândiți-vă și scrieți ce puteți face pentru a menține o atmosferă constantă de entuziasm în compania dumneavoastră. Think and write what you can do to keep a constant atmosphere of enthusiasm in your company.

• The „Emotional Balance" exercise

Choose a personal or work relationship that is meaningful to you. For personal relationships, it is enough to remember a period from a few days to a week, for work relationships, it is better to take a longer period – one to at two months. Divide the sheet with a vertical line in half, designate the left column as „+", the right column as „-". Write down in the left column all the actions that, in your opinion, improved the partner's mood, on the right – made it worse. See how it affected the emotional balance in that relationship during the given period. Were you able to improve it or at least keep it the same? Or is the number of shares in the right column starting to depressingly prevail? If you're in the category of people who only have a bunch of great activities in the left column, ask yourself if you're out of balance here too? Do you give too much to your partners and ask too little in return? In both cases, it is worth drawing up an action plan to help you maintain balance in a more or less balanced state. It is useful to conduct such an analysis for yourself at least once a month, and once every few months – for people important to you.

• The „Paraphrasing" exercise

Use rephrasing/paraphrasing models as much as possible in communicating with people, practice until you get used to it:

"I think you need..."
"I understand that..."
"What I understand is that you want..."
"I have the feeling that..."
Emotional reflection:
"And that makes you feel quite..." "
"I'm sorry, you sure feel… about it."
"It's human to feel..."

• The „Breathing" exercise

Sit comfortably in a chair with your spine straight, palms on your thighs and feet on the ground, close your eyes. Focus your attention on your breath, and hold it there, refusing to be distracted by thoughts. Feel the oxygen breathed in, notice the short pause between inhalation and exhalation, then feel the oxygen exhaled, and again notice a short pause, this time between exhalation and inhalation. Do not interfere with the natural rhythm of exhalation by lengthening or shortening one of its stages, but simply let the breath unfold naturally, becoming quieter as your body and mind relax in meditation.

• The „Present here and now” exercise

For a week, try to see something beautiful every day: in people, in nature, in the work environment, etc. Write down and verbalize to loved ones and colleagues what you saw.

Conclusions

Leading us by the quote written by Daniel Goleman *„At the heart of every powerful emotion is an impulse to act. The ability to manage this impulse is the essence of emotional intelligence”* [4], we conclude that emotional intelligence alone does not ensure success. Incorrect management of emotions can have destructive consequences at the personal level and interpersonal relationships, which can subsequently generate a series of negative consequences. But, in addition to the quality of being a good user of emotional intelligence, there is also the understanding that it is not and should not be replaced by skills, knowledge or skills accumulated over time. Emotional intelligence increases the chances of success, but does not guarantee it in the absence of the necessary knowledge [12].

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