

WRAP Exams · wrapexams.com

Prelims PYQ, Mains model answers, and copy evaluation. Write to the desk for this paper, a doubt, or the AI waitlist.

ask@wrapexams.com · +91 85951 84903 · wrapexams.com

Syllabus heading

Emotional Intelligence

UPSC Civil Services (Main) Examination · GS IV · General Studies Paper IV

Emotional intelligence - concepts, and their utilities and application in administration and governance.

Facts & figures for this syllabus heading.

Numbers move. Confirm the latest Budget, Economic Survey or census round. This sheet is for revision, not a substitute for the model answer.

<https://wrapexams.com/upsc/mains-answers/gs-4/emotional-intelligence/>

Emotions

Emotions are complex psychological and physiological responses to stimuli that influence behavior, decisions, and interactions with others, often involving feelings such as happiness, sadness, anger, and fear.; Emotional Intelligence (EI) is the ability to recognize, understand, manage, and influence emotions in oneself and others, facilitating effective interpersonal relationships and decision-making.

Emotions

Example(s); Emotions can be positive or negative, and can range in intensity from mild to intense. Some common positive emotions are happiness, contentment, and excitement, while anger, fear, and sadness are common negative emotions.; Achieving a personal goal or witnessing the success of a loved one can evoke pride. It is the feeling of satisfaction from one's own or others' accomplishments.

Emotions

Quote(s); "One ought to hold on to one's heart; for if one lets it go, one soon loses control of the head too." (Friedrich Nietzsche); These elements are essential for personal and professional success, helping individuals understand and manage their emotions and relationships.

Emotions

100+ Ethics Key Terms 41

Emotions

Feature Emotion Emotional Intelligence Definition A complex psychological state involving The ability to recognize, understand, subjective experiences, physiological use, and manage emotions in oneself responses, and behavioural expressions. and others. Focus Primarily internal, subjective feelings. Both internal feelings and the ability to under-stand and navigate social interactions. Examples Happi-ness, sadness...

Emotions

Application of Emotional Intelligence in Administration and Governance; Public Administration: EI can improve public service delivery by enhancing communication, collaboration, and responsiveness to citizen needs.; Policy-Making: EI can inform policy design by considering the emotional impact of policies on different stakeholders and promoting inclusive decision-making processes.; Organisational Leadership: EI can...

Emotions

Example(s); Maintaining composure during stressful activities or in tense situations like chasing a target during a Cricket game, keeping calm and remaining focussed on the workplace despite disturbance in personal life.; Not being over-excited just before achieving a goal.; Using emotions to energise efforts but not letting them overwhelm you.

Emotions

100+ Ethics Key Terms 42

Emotions

Quote(s); "Rule Your Feelings, Lest Your Feelings Rule You." (Publilius Syrus); "Anybody can become angry-that is easy; but to be angry with the right person, and to the right degree, and at the right time, and for the right purpose, and in the right way-that is not within everybody's power and is not easy." (Aristotle)

EQ vs IQ

IQ or Intelligence Quotient is an intelligence test score. The test is aimed at assessing a person's cognitive capacity of thinking and reasoning.; EQ or Emotional Quotient is defined as a person's capability of identifying his own and other person's emotions. Emotional intelligence measures a person's ability to perceive, control, evaluate, and express emotions.; IQ may determine the height one may reach, but...

EQ vs IQ

Example(s); In a scenario where two individuals are applying for a high-pressure job, one has a distinguished IQ i.e she possesses greater cognitive capacity and skills but gets easily frustrated under pressure while the other one has an IQ which is comparable to many but her high EQ makes her more suitable to the job.

EQ vs IQ

Quote(s); "What really matters for success, character, happiness and life long achievements is a definite set of emotional skills-your EQ, not just purely cognitive abilities that are measured by traditional IQ tests." (Daniel Goleman)

Interdependence

Interdependence is defined as a relationship between two or more entities in which each entity depends on the other(s) for support, cooperation, or mutual benefit. Individuals, groups, or systems that are interconnected and influenced by each other's activities and presence are said to be interdependent. Example(s); In a large tech company preparing for the launch of a new software product, several departments work...

Interdependence

Quote(s); "Global interdependence today means that economic disasters in developing countries could create a backlash on developed countries." (Atal Bihari Vajpayee) □□□□□□

Interdependence

100+ Ethics Key Terms 44

Social Intelligence

Social Intelligence is the ability to understand and navigate social situations, recognizing social cues and dynamics to communicate effectively and build relationships.; It involves being aware of and sensitive to the emotions, needs, and perspectives of others, and being able to use that understanding to interact with others in a positive and constructive way. Example(s); Kiran Bedi - The first female IPS is...

WRAP Exams · Write. Read. Analyse. Practice. ·

<https://wrapexams.com/upsc/mains-answers/gs-4/emotional-intelligence/> · ask@wrapexams.com · wrapexams.com