

# NATIONAL INSTITUTE OF TECHNICAL TEACHERS TRAINING AND RESEARCH

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## SWAYAM COURSE ON “STUDENT PSYCHOLOGY”

### WEEK-6: EMOTIONAL AND SOCIAL DEVELOPMENT

#### INTRODUCTION

Emotional and social development is an important aspect of personality development. In this module, we have focused on Developing Emotional intelligence and Interpersonal relationships.

#### EMOTION DEVELOPMENT

An **Emotion** is a feeling such as happiness, love, anger, fear or hatred which can be caused by people or situations.

Emotions are biological states associated with the nervous system brought on by neurophysiological changes variously associated with thoughts, feelings, behavioural responses and a degree of pleasure or displeasure (Wikipedia). The Amygdala, part of the brain's limbic system is responsible for our emotions.

#### EMOTIONAL INTELLIGENCE

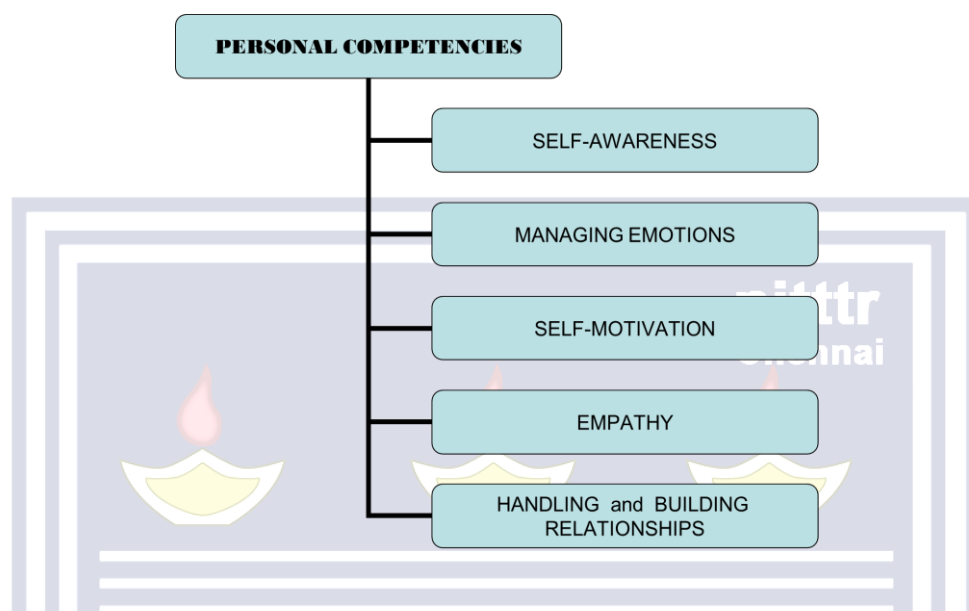
The word “Emotional Intelligence” was popularised by Daniel Goleman in 1995 in the book titled “Emotional Intelligence”

Emotional Intelligence is a type of social intelligence that involves the ability to monitor one's own intelligence related to emotions and also respect other people's emotions and use this information to guide one's thinking and action.

Emotional Intelligence is a combination of INTRA PERSONAL and INTER PERSONAL INTELLIGENCE.

- Interpersonal Intelligence Includes the ability to understand and relate to others
- Intrapersonal Intelligence Includes understanding and appreciating one's innermost feelings

## ELEMENTS OF EMOTIONAL INTELLIGENCE



### 1. SELF-AWARENESS

Self -Awareness refers to Knowing one's emotions, internal states, preferences, resources, and intuitions.

### 2. MANAGING EMOTIONS

It is the capacity to soothe oneself, to shake off rampant anxiety, gloom, despair, or irritability. It is the ability to be able to keep a good emotional perspective.

### 3. SELF - MOTIVATION

Self-Motivation is the ability to channel our emotions to achieve a goal; to be productive in activities; to persist in the face of frustration and generate initiative without external pressure.

### 4. EMPATHY

It is the capacity of an individual to understand or feel what another person is experiencing from within their frame of reference. It is the capacity to place oneself in another's position. It is necessary for organizing groups, building teams, negotiating solutions, and mediating conflict.

### 5. HANDLING AND BUILDING RELATIONSHIPS

It is the ability of being aware of other people's feelings and emotions; maintaining good relationships and resolve difficult situations or conflicts.

An attribute of a high emotional intelligence state is good empathetic listening skills and that of a low emotionally intelligence state is poor listening and aggressiveness. Developing Emotional intelligence in students is of paramount importance for their effective behaviors in institutions and workplace.

## **SOCIAL DEVELOPMENT**

We have seen the social characteristics of adolescents, which is restricted only to Peers. Social development in adolescents is essential for students as they are to interact with the stakeholders of the technical education system. This segment focusses on Interpersonal relationship development using transactional analysis.

### **INTERPERSONAL RELATIONSHIP**

Interpersonal relationships in an organization determine the human relations climate in the organisation.

### **NATURE OF INTERPERSONAL BEHAVIOUR**

- Interpersonal Cooperative Behaviour
- Interpersonal Conflicting Behaviour

### **ABSENCE OF IPR**

- Misunderstanding
- Conflict
- Mistrust

Behavioural scientist recommend the use of TA

### **TRANSACTIONAL ANALYSIS**

- It was developed by Eric Berne
- Popularised by Thomas Harris in his book "I am OK You are OK"
- TA is a framework for understanding patterns of interaction and how to improve them

### **KEY CONCEPTS IN TA**

**Transaction** refers to verbal or non-verbal communications between people.

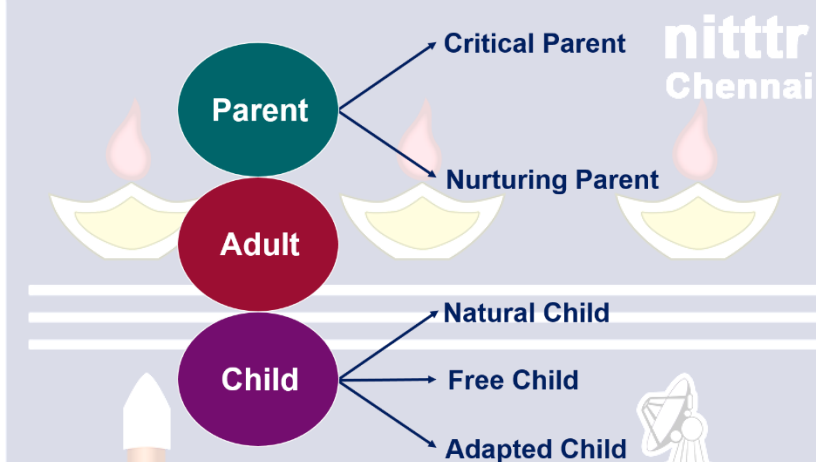
**Stamp/Stroke** refers to the tokens of behavioural communication we receive from others or we give to others. They are behavioral stamps. According to Eric Berne, we must receive positive stamps and we must also give positive stamps.

**Life script** refers to the events absorbed by a person in the childhood up to 6/7 years of life. This determines the later personality.

**Egostates** refers to the state of personality.

## EGOSTATES

Sigmund Freud decoded the structure of the human mind, consisting of 3 states Id, Ego and Super Ego. Eric Berne decoded human personality in to 3 ego states namely Parent and Adult and child. Ego state is an entire system of thought, feeling and behavior from which we interact with each other. Interaction between the Ego states forms the foundation of transactional Analysis theory.



### PARENT EGO STATE

- Parental recordings.
- Subdivided into Critical and Nurturing parent.
- Nurturing parent is better than Critical Parent. Balance both states for adolescents.

### ADULT EGO STATE

- Involves Reasoning, Logical thinking
- Best state
- People try to take this state more often.

### CHILD EGO STATE

- Child behavior.
- Three states: Natural Child, Free Child and Adapted Child
- Natural child and free child desired states
- Natural child is obedient and disciplined.
- Free child is happy and pleasant state.
- Adapted child should be avoided.

## EGO GRAMS

It is a diagram representing the ego states of an Individual. It is a very useful tool to understand transaction style of individuals.

## TRANSACTIONS

There are three types of transactions

- Complementary transactions – Good, desirable, pleasant and required.
- Crossed Transactions – Not good and to be avoided. Results in disruption/cut in communication
- Ulterior Transactions – Uncomfortable, confusing and to be avoided.

## LIFE POSITION

The individuals' behaviour towards others is largely based on specific assumptions that are made early in life. Very early in life a person develops, from experience a dominant philosophy. Such philosophy is tied into his identity sense of worth and perception of other people. Such positions are called life positions or psychological positions. People are Ok if all the ego states are in balance. Transactions carry a sense of Ok or not Ok. There are 4 life positions.

- I'm OK, You're OK (The best life position)
- I'm OK, You're not OK
- I'm not OK, You're OK
- I'm not OK, You're not OK

