

Volume 6, Issue 2 (VI)

April - June 2019

ISSN 2394 - 7780



ज्ञान-विज्ञान विमुक्तये
UGC
University Grants Commission
Journal No.: 63571

**International Journal of
Advance and Innovative Research**

(Part - 5)

Indian Academicians and Researchers Association

www.iaraedu.com

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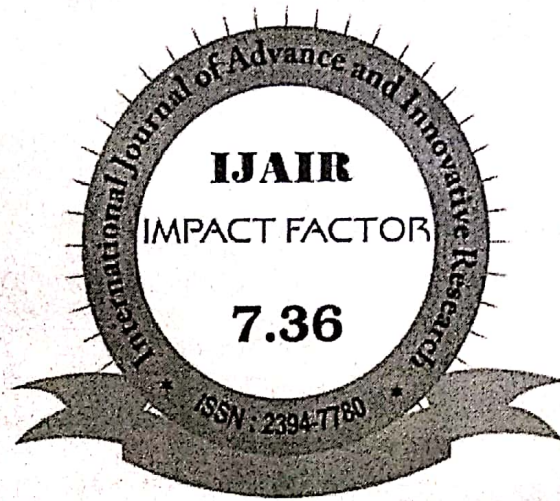
Dr. R. Jayanthi
Assistant Professor,
Vidhya Sagar Women's College, Chengalpattu

Dr. Manisha Gupta
Assistant Professor,
Jagannath International Management School

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Journal - 63571

UGC Journal Details

Name of the Journal : International Journal of Advance & Innovative Research

ISSN Number :

e-ISSN Number : 23947780

Source: UNIV

Subject: Multidisciplinary

Publisher: Indian Academicians and Researchers Association

Country of Publication: India

Broad Subject Category: Multidisciplinary

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ROLE OF EMOTIONAL INTELLIGENCE IN GROUP DISCUSSION AND INTERVIEW PROCESS

Jagdish Magar

Assistant Professor, K. B. Arts and Commerce College for Women, Kopari, Thane (E)

ABSTRACT

Emotional intelligence is recognising, understanding and choosing how we think, feel and act. It can also see as what we learn, how we set priorities, which in result determine our actions. Thus, understanding emotional intelligence is very important because it allows us to gain some self-control. Emotional intelligence become more crucial in professional life, especially in terms of job selection Group Discussion and interview process. Knowledge of emotional intelligence help candidate to perform with self-control and understand situation and expectation of an organisation. The organisation not only looking for a candidate, who is academically sound but also emotionally intelligent because subject knowledge, academic sincerity and Intelligent quotient (IQ) will diffidently help the candidate to appear in selection list, here everybody will have almost same compatibility but what will differ them from each other is an individual Emotional intelligence (EI). This research paper is an attempt to understand role of emotional intelligence in selection group discussion and interview proces

EMOTIONAL INTELLIGENCE

According to Oxford Dictionary of Psychology, emotional intelligence is the ability to monitor one's own and other people's emotions, to discriminate between different emotions and label them appropriately and use emotional information to guide thinking and behaviour. Emotional intelligence is the inner ability existing individual sensitivity, awareness, and management skill, which help us to maximise our health, happiness and survival. It is simply the way of knowing how to separate healthy feelings from unhealthy one. Usually the people with high emotional intelligence is socially balanced, outgoing and cheerful. These people are not fearful and worried. They are committed to cause and people in their life. They take their responsibility and ethical in practice. They are comfortable with self and others as well as in social universe which they live. It can be observed that Emotional intelligence is the ability to take the responsibility for one's own emotion and happiness. It also includes the ability to help others, identify their emotions, and benefit from their emotions. According to Gardner (1983) there are two types of emotional intelligence one is interpersonal and the other intrapersonal. This means, the first is related to interacting with others and, the second is about interacting with self. Interpersonal emotional intelligence is necessary to understand others, their emotional experience, general background, their motivation, style of working etc.

Intrapersonal emotional intelligence is communication with self. The word intrapersonal means 'within the self' so, 'intrapersonal intelligence' is another term of self-awareness or introspection. People who have high intrapersonal intelligence are aware of their emotions, motivations, beliefs and goals. Thus, emotional intelligence in very impactful factor in every walk of life. It does develop our character, personality and ultimately determining success of life.

Now a day's career planning, job selection process and personality test all are analysed by the level of emotional intelligence. Even when an organisation is recruiting any individual with intelligence Quotient (IQ) they are also keen to understand Emotional Quotient (EQ) level, because every employee with high EQ can immensely influence the growth of an organisation. We can just observe and study how organisation conduct their selection process. Interestingly they have limited time to assess IQ and EQ of desirable candidate thus there are some measure to understand individual motivation, consciousness, self-belief and overall emotional intelligent of a candidate. But first we must understand how selection group discussion is conducted.

THE SELECTION GROUP DISCUSSION:

The selection group discussion is one of the most challenging situations for a job applicant. It produces stress and make them uncomfortable, they are expected to reveal their positive personality trait and leadership qualities during half an hour discussion with completely stranger peer group. The purpose of group discussion is to understand in-depth knowledge of candidate, oral presentation skill, convincing capacity and most important leadership, team management skill.

On practical level it is an interactive communication on assigned topic with certain time limitation. Each member of group has to listen properly and respond logical point of view.

He or she has to use clear language, persuasive style, and has to use nonverbal language effectively. The effective interactions in discussion should lead to coming together of the efforts of an individuals to work as a team, and the achievement of common group goals.

Emotional (competencies) intelligence in Group discussion

1. **Self-awareness-** Awareness of our own feelings and ability to use them as a guide to better decision making. The knowledge of our own abilities and shortcomings. The selection experts and examiners always look for candidate with strong but realistic self-awareness and confidence. It not only impresses the examiner but the participant too. Subject knowledge, communication skill, clarity of thought and expression can lead to success.
2. **Motivation:** - Developing goal orientation, mutual understanding and motivating each other for better results. Every member of group has a resource potential that can be used to make the discussion knowledgeable, the high emotional intelligence-oriented candidate can encourage non-participant to speak and participate. With patience, restrain and proper motivation the candidate can inspire even the shy and reluctant candidate to participate in the discussion.
3. **Empathy:** The ability of what others are feeling and in turn the ability to influence a wide range of people. In order to maintain friendly attitude, demonstrate sense of fair play by treating others as you would like to be treated yourself. You should make sure that members feel free to express their views, opinions and feelings. Keep members informed of their own progress and appreciate them for contributing.

Apart from these focal points, there are some of the very important emotional intelligence related competencies which matters in individual performance are initiation, analytical power, self-regulation, patience, adaptability, cooperation and coordination are the other factors which determine the success of Group discussion.

JOB INTERVIEW

Job interview is a formal, structured and systematic interaction between a candidate and a panel. You have to establish a relationship, impress the interviewer panel and convince them that you are the best candidate for the job in hardly thirty minutes. It sounds an impossible task but it is not. You just need to prepare for it in a planned and systematic way.

The preparation actually starts from job application, to finding out job profile, organisation status, salary details and competency required for particular position. The candidate with high emotional intelligence will always study job profile and self-analysis, which can give him an insight whether he/ she really deserve for the job or need more value, professional competencies upgradation.

Once the candidate decides to face interview there are some of the important characteristic which not only reflect behavioural pattern but the level of emotional balance candidate has. The candidate is expected to enter with preparation of job information and understanding individual role. He/she should strongly support the candidature with confidence and self-belief. Be patience and remain positive in stressful situation. He/she should be sensitive whenever there is opinion-based question, especially in social arena. Adhere with mannerism, respect, interactive and individual SWOC (Strength, Weakness, Opportunities, Challenges) will provide upper hand to be an emotionally balance personality. But there are still some of the interesting questions which test individual emotional intelligence.

Emotional intelligence questions

Q. Suppose at your workplace many things are in order to be finished and suddenly you get another work, how does you respond?

Here the interviewer wants to know how you plan for yourself, how you manage your time, how do you monitor your goal and strategies. At another side whether you identify and reckon impossible workload, and how will you handle it. They are keen to understand you, as just saying 'yes' for every assignment, without understanding individual capacity and priority or you are effective with prioritisation at workplace. They are also looking for your ability to handle pressure with calm and compose manner and most important how you manage crisis, where high performance is required.

Q. How does your mood affect your performance at workplace?

The interviewer is interested to know whether you are aware about your feelings, emotions, mood and their impact on your work. It also analyses whether you recognise what and why you feel, it also indicates whether you are emotionally literate person or not?

Q. How does you manage the stressful situation/conflict with your peer team, subordinate and superior?

They want to know how you deal with stressful situation, do you want to carry it for everybody's notice, do you escalate, or you believe in one to one discussion. How you handle intense situation, whether you are diplomatic,

or use convincing skill, in all aspects in interviewer want to know how emotionally you are effective in stressful situation.

Q. Did you ever come across negative feedback? How did you respond?

The interviewer wants to know that, how do you know that the impact was negative, whether you are able to understand body language, gesture, non-verbal clues etc. then how you adjust your behaviour to respond, whether you are able to read the situation correctly, whether you responded or reacted. These all questions provide candidates emotional intelligence pictures which proves to be very important factor in selection process.

CONCLUSION

Life is an emotional experience the quality of emotions you experience everyday ultimately determines your life and above all your happiness depend on it. In professional life apart from your intelligence and dedication what really matters is emotional intelligence. Now a day many industries are upgrading their employee with educating importance of emotional intelligence and its effectiveness. Group discussion and interview is an opportunity to test not only depth of subject knowledge but the emotional intelligence. Which may provide them future leadership for the organisation.

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