

Public Speaking
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Lecture: 14
Emotional Intelligence

Good morning friends and welcome back to NPTEL online lectures on Public Speaking. Friends, you might well remember that in the previous lecture we talked about Glossophobia, meaning thereby speech anxiety. We also talked about various ways as to how one can overcome Glossophobia. In the lecture that follows and which has been entitled Emotional Intelligence, my dear friends to overcome Glossophobia also, you require a sort of Emotional Intelligence.

Because when we talk about anxiety, when we talk about fright--- all these are related or rooted in our emotions and that is why in this lecture we are going to talk about the nature of emotions and how that can be controlled intelligently so that one can always overcome the fears, the frights and the anxiety disorders. But before that you would actually like to know what is emotion. All of us as human beings are emotional.

We always come across several such situations where we become emotional either while watching a movie, reading a story, listening to somebody's pathetic story or at times rejoicing in somebody else's happenings--- all these are actually a matter of emotion. We have often heard people saying do you have some emotion, fine. Now what actually then is emotion. William James one of the great philosophers says about emotions.

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Emotion

"the bodily changes follow directly the perception of the exciting fact, and that our feeling of the same changes as they occur is the emotion"(William James, p. 449).

That it is actually 'the bodily changes' which 'follow directly the perception of exciting fact' when you come to know something that either excites you not every now and then it may excite you at times it may sadden you also at times it may anger you also. At times it may please you satisfy you and all these can be shown through some emotion of ours. And 'that our feeling of the same changes as they occur is the emotion.'

There are many moments when you become delighted. You become at times frustrated, angry sad, fine all these are emotions. And we have already discussed in the previous lecture that these emotions affect our physical features. That is why in the previous lecture we said that Glossophobia results not only physiologically but emotionally. So, this emotion is reflected on our physique, that is why it is physiological.

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Emotional Intelligence

Emotional Intelligence is "the capacity to reason about emotions, and of emotions to enhance thinking. It includes the abilities to accurately perceive emotions, to access and generate emotions so as to assist thought, to understand emotions and emotional knowledge, and to reflectively regulate emotions so as to promote emotional and intellectual growth" (Mayer, Salovey & Caruso, 2004, p. 197).

Now when we come to the term **Emotional Intelligence**, it is actually a combination of two terms--- emotion and intelligence. People of literature will often say that where there are emotions can there be intelligence. Because emotions and reasoning cannot go together but we are living in a different age where we have to be emotionally intelligent and in that regard this term emotional intelligence can be defined as the capacity to reason.

“The capacity to reason about emotions and of emotions, to enhance thinking. It includes the abilities to accurately perceive emotions’’. How you can perceive emotions what is going on in the mind of the other person. How this may affect or impact other person? How your emotional state may affect others? So, ‘to access and generate emotions so as to assist thought, to understand emotions and emotional knowledge.’

“And to reflectively regulate emotions so as to promote emotional and intellectual growth.” You cannot simply succeed in life only because of intelligence, only because of intelligence if you simply try to reason and there is no scope of emotion, then perhaps you are not going to succeed. So, what is actually required is Emotional Intelligence. This definition of emotional intelligence is by Mayer Salovey and Caruso in their book.

So, emotional intelligence plays a vital role. Now you might be worrying about how this emotional intelligence can help you in public speaking. My dear friends, the true aims of public speaking are to educate, to inform, and also to entertain. If the word emotion does not find a mention in it perhaps we are not going to meet our basic aim of doing public speaking. Now in this regard it is quite relevant to note what Mayor Salovey provided a four branch model.

If we go into the details of it perhaps we will understand emotional intelligence better. The very first is perceiving emotion. I mean, we look at several things around us several people around us, several happenings around us. And then we also try to observe, we also try to gather and how is this possible? How when you are in a group of people delivering a talk, how can you understand the emotions of others through your non- verbal features, through their non-verbal features.

So, if you really want to perceive emotions, because you know emotionally you are going to control them and emotionally you are going to drive yourself when you are going to deliver a

public talk or a presentation. So, the very first component or the very first model that Mayer and Salovey says is 'to perceive emotion' and how can this be done? It can be done through a sort of non- verbal perception.

I have been repeatedly saying that all our emotions are written on our faces. However hard you try to hide them but it is already stamped there through certain indications of your limbs, of your hands, of your facial expressions. So, all these emotions are visible. The second important branch or the model of emotions is using emotions to facilitate thought. All these great things that you have come across or all good things that you enjoy-- how that might have been made.

When you look at a statue, when you look at a flower, when you look at a structure and or you look at a building, how does it actually surcharge you emotionally only because there is creativity involved in it. So, when we use emotions to facilitate thought, it is actually the process of creativity. Looking at a statue and you actually try to see that what emotion is there even though if it is made up of something there are no emotions.

But when you look at a person and you try to gather his or her emotions then perhaps they may actually activate some sort of reaction in you. So, every beautiful thing that is made, it is only because one used emotion to facilitate. That is why we often say any response that we give in a communication that is also guided by our emotion. This emotion may be of anger, emotion may be of angst, emotion may be of fear, emotion may be of something else.

But all these are and that is why when a convict goes to the court what the judge watches--- just not only listens to the pleas, the judge actually also looks at the emotion. So, when somebody is going to give a judgment to something. At times you might have heard saying them that you did not have any emotional stamp or any emotional indication. So, nowadays they have termed it body language.

You did not have this body language as a public speaker. You also require when you are addressing a large crowd the expectations from the audience members are that you must be surcharged or the way you speak; your words should actually have a connection with the sort of emotion or with the sort of thought that you are going to utter. So, this emotion actually colours your thoughts.

Next is understanding emotions, not only in public speaking but in life also. If you really want to succeed you need to understand emotions. Emotions actually help you adjust, emotions help you accommodate, emotions help you drive, emotions help you become silent at times when there is a critical juncture. So, if one can understand emotions then only one can provide a proper treatment.

You might have seen that most of the psychiatrists when a patient goes to them they actually watch the patient. They watch the patients' actions, many of them also try to provide such a situation in which the way a patient can react so that she may get a clue or she may get a clue as to where lies the problem. So, my dear friends, one has to understand emotions in order to provide a proper action.

One can become sad when one listens to an event that is actually full of shocks, full of some tragic things, fine. But when one actually looks at something beautiful, the emotion that is generated is that of a happiness, is that of a satisfaction. And then the last model is managing emotions. In life one has to manage emotions to be successful, in public speaking also one has to manage emotions.

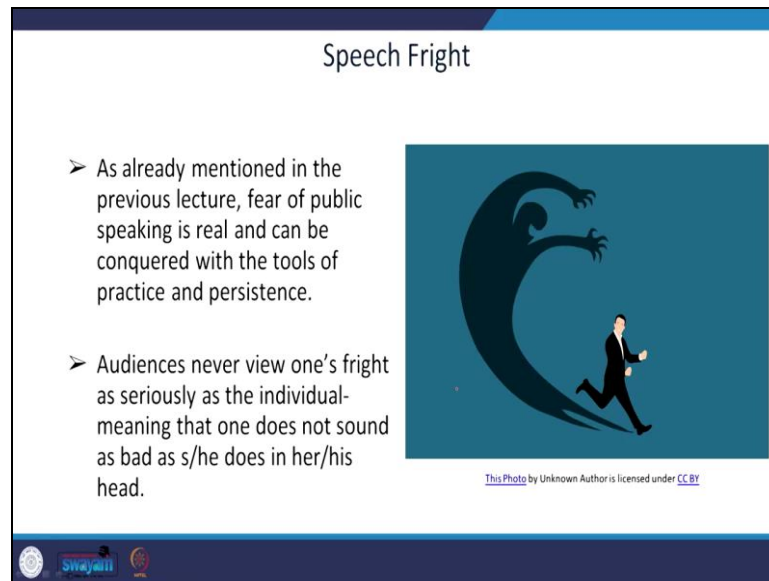
You remember in the previous lecture we mentioned that when you come across such a sort of feeling as to I am going to faint away, what one should do? One should visualize good things. Something that is actually a beautiful memory, something that one should tell oneself that I am already a good speaker, how can I get nervous now. So, in order to control yourself what you do is-- you need to have a sort of emotional control.

And while doing this emotional control, you are actually managing emotions and if you manage emotions you are actually promoting goals. In every organization also you will find that the organization is not only about what it is doing but there is an emotional side to it also. The organization also takes into account the emotional aspect. Of course, not every individual's emotions can be taken care of but overall we also see to it that there is an emotional side to it.

One continues in an organization for a longer period, that is also because of the emotional bonding that is created. So, emotions play a vital role in the making of an individual in the

making of an organization, my dear friends. Now once again I will take you back to the previous lecture where we are talking about fright, fear. Fear is also a sort of emotion, you look at some very dangerous thing say insect, animal. And what happens there is actually a pounding fear, is not it? And the moment you next time the moment you see the same creature coming, you actually become full of consternation you get actually warned you want to avoid the situation.

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Speech Fright

- As already mentioned in the previous lecture, fear of public speaking is real and can be conquered with the tools of practice and persistence.
- Audiences never view one's fright as seriously as the individual-meaning that one does not sound as bad as s/he does in her/his head.

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The slide features a blue header with the title 'Speech Fright'. Below the title, there are two bullet points. To the right of the text is an illustration of a man in a suit running away from a large, dark, shadowy figure that resembles a giant hand or a creature. At the bottom of the slide, there are logos for Swajee and a Creative Commons license icon.

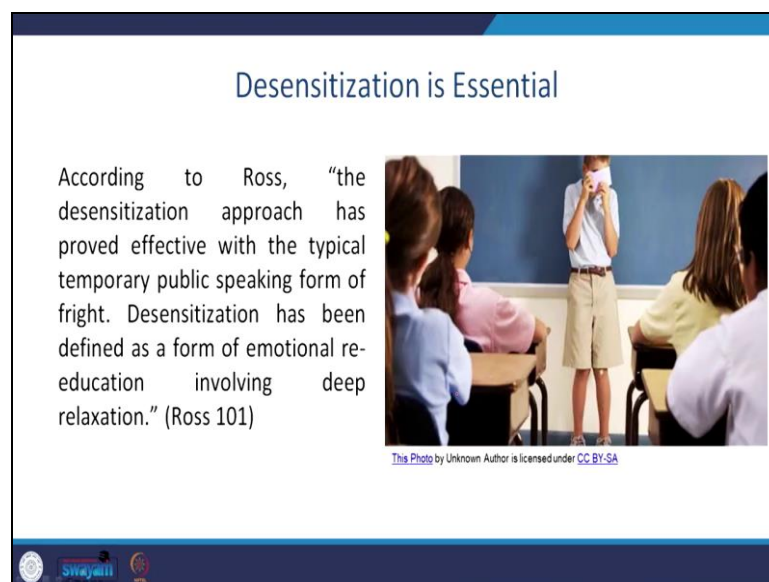
In stage fright we have already mentioned that fear of public speaking even though it is real but that can be conquered only with the tools of practice and persistence and with the sort of emotion that I am going to win. Not with the sort of catastrophizing that I am going to faint away, if you are going to do that perhaps you will not be able to control your emotions. Audiences, as I have been saying, they do not have the time to view the speakers' emotions or the speakers' reaction. Rather as an individual meaning one does not sound as bad as he or she himself feels. The audience members as I have been saying, are more interested in the content and they are not interested in the man. Now, if we can have a sort of list of the factors or the components that can cause stage fright, you will again find that there is emotion involved, how? If a man does not want to engage with the platform speaking activity, if he simply feels that he will come and he will speak, no.

Then perhaps he does not have room for the emotions of the other side meaning thereby of the audience. If a man does not participate in extra-curricular activities at times we say you are very dry, you do not have any emotion, you never go to watch a movie, you never go to watch a play, you never participate yourself in sports---- all these are because of the lack of

emotion. A person who is lackadaisical, I mean lacking in interest. A person who is devoid of emotions or is very rigid is not able to make social gathering. He is not able to adjust himself in society and such a person also lacks in linguistic ability. Meaning thereby competence through language emotion as I have been saying emotion can colour your thought but then if you do not have that perhaps the thoughts will not be generated and you will not be interested in verbal expression.

What to talk of non-verbal? Non-verbally you are also giving indication that you are least bothered even verbally you are not going to do. So, my dear friends, when somebody is under the impression of a Glossophobia or speech anxiety as we mentioned in the previous lecture, one actually has to practice a sort of exposure technique, what is that exposure technique, fine.

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The slide features a title 'Desensitization is Essential' at the top. Below the title, there is a block of text on the left and a photograph on the right. The text reads: 'According to Ross, “the desensitization approach has proved effective with the typical temporary public speaking form of fright. Desensitization has been defined as a form of emotional re-education involving deep relaxation.” (Ross 101)'. The photograph shows a woman in a white shirt and khaki pants standing at the front of a classroom, holding a microphone and addressing a group of students seated at desks. At the bottom of the slide, there are logos for 'Swayam' and 'CC BY-SA'.

So, Raymond Ross calls in his book fine ---the desensitization approach. The approach that fear should not come near me, the approach that nothing will happen, I will actually prove beneficial, I’ll prove successful. So, what Raymond Ross says is—‘ the desensitization approach has proved effective with the typical temporary public speaking form of fright. Desensitization can be defined as a form of emotional re-education’...

I mean you have to emotionally recharge yourself emotionally re-educate yourself involving ‘deep relaxation techniques.’ Why does a person after a day's hard labour wants to relax. Because once you relax then once again you are emotionally surcharged, you may have

because when you are in isolation you get actually a time to recover, a time to relapse a time to rejoice, a time to reconnect.

Now the question that majority of you might be having is--- why do we actually need emotional intelligence in public speaking.

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Need of Emotional Intelligence

- The need of Emotional Intelligence arises out of the limitations of Intelligence Quotient.
- Public speakers would attribute emotional intelligence as a prime reason behind their success than to their IQ.
- Anyone shall collect and study data for creating content for public speaking. But, it takes EI to effectively carry out the prepared content.
- Studies suggest that "IQ—had zero or negative correlation with the [participants] eventual career success."

And why EI or emotional intelligence because these arises out of the limitations of intelligent quotient, now what is important in life? One actually, at times, feels oneself sandwiched between intelligence quotient and emotional quotient. Intelligent quotient can give you a job but emotional quotient or emotional intelligence can provide you success happiness. Public speakers would often attribute emotional intelligence as the prime reason behind their success than to their intelligent quotient.

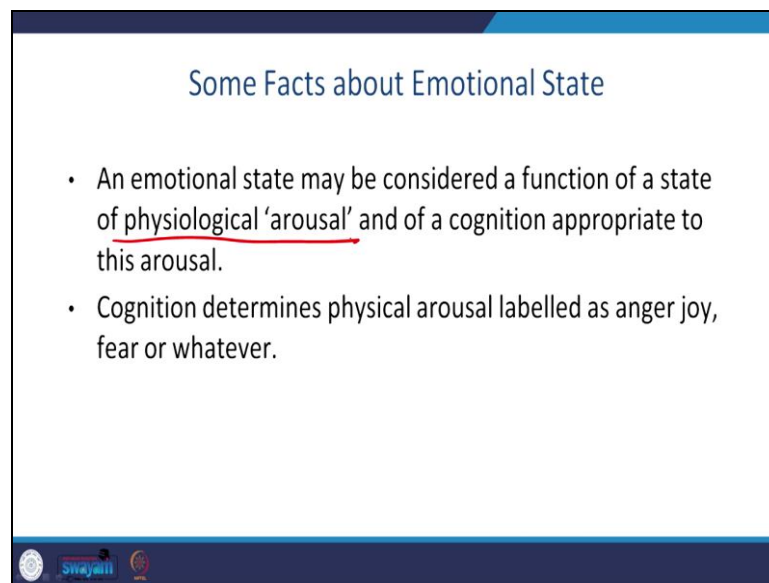
Intelligent quotient will help you reason but where there is actually a need of emotional satisfaction or emotional bridging. It is only emotional intelligence that will come to your help. Anyone can collect a lot of data and a lot of content but it is for emotional intelligence to effectively drive you, help you enable you to carry out your prepared content because this will allow you to understand your audience members.

This will also allow you to anticipate what they want this, will also drive you to say what really you had brought for them. And at times when you find the situation going out of control once again it is your emotional intelligence that will come to your help and help you

in the best possible manner. There have been various studies and researches which suggest that IQ intelligence quotient had zero or negative correlation with the eventual career success.

There is still a research being carried out in the areas of emotional intelligence but there are certain facts that cannot be ignored what are they?

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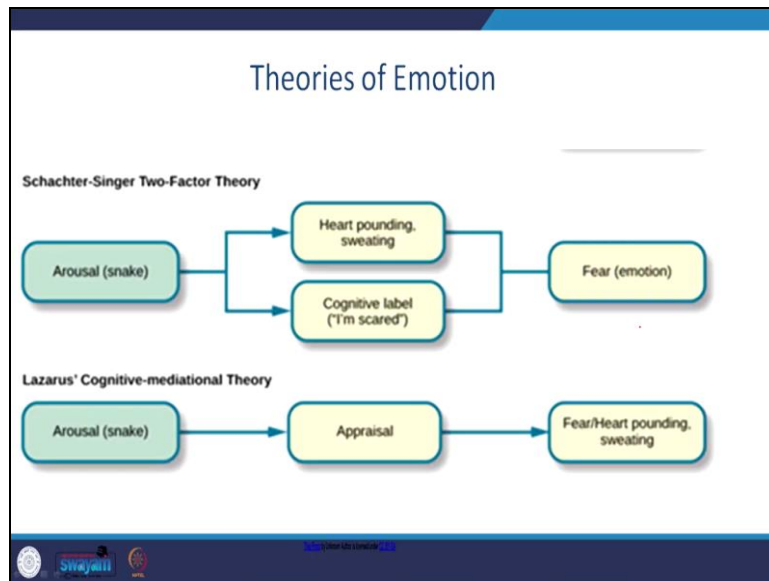
The slide is titled "Some Facts about Emotional State" and contains two bullet points. The first bullet point states: "An emotional state may be considered a function of a state of physiological 'arousal' and of a cognition appropriate to this arousal." The second bullet point states: "Cognition determines physical arousal labelled as anger joy, fear or whatever." The slide has a blue header and footer with a logo in the bottom left corner.

‘An emotional state’ for that matter which ‘can be considered a function of physiological arousal’. We had in the previous lecture also discussed that certain events certain happenings may arouse you, it may agitate you, it will generate in you some amount of emotion and that emotion has actually to be exposed, how to expose that through fighting. And through fighting, how through controlling and how can you control? With the help of the cognition.

I mean with the help of the realization, with the help of the knowledge appropriate to this arousal. It is actually one's cognitive knowledge that determines physical arousal labelled as anger. We have been saying joy satisfaction fear or whatsoever. There have been several researches but then there are certain theories of emotion also. And these theories may be the theory which actually tells you about a fear.

That once you came across something or at times one can come across a rope and can think it is a snake but it may not be snake as well. But emotionally since because it was darkness and you felt that it could be a snake, this fear has actually taken roots in you. And the next time when you see the real snake I mean your fear is doubled.

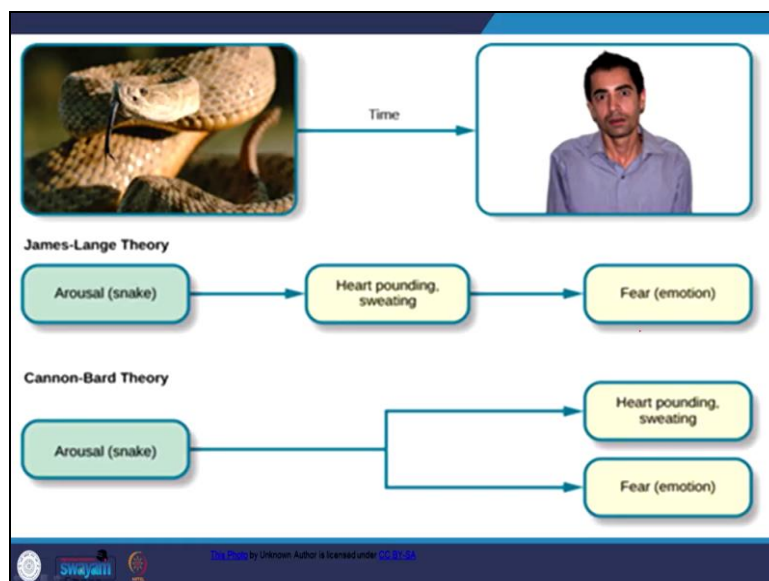
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So, in this regard Schachter Singer's two-factor theory where he talks about the arousal by looking at a snake, what happens is your heart starts pounding. So, every now and then when you come across, of course, you never come across always. But then whenever you come across this fear once again is regenerated. But psychologically it is said that if a person comes across it number of times this fear will recede, fine.

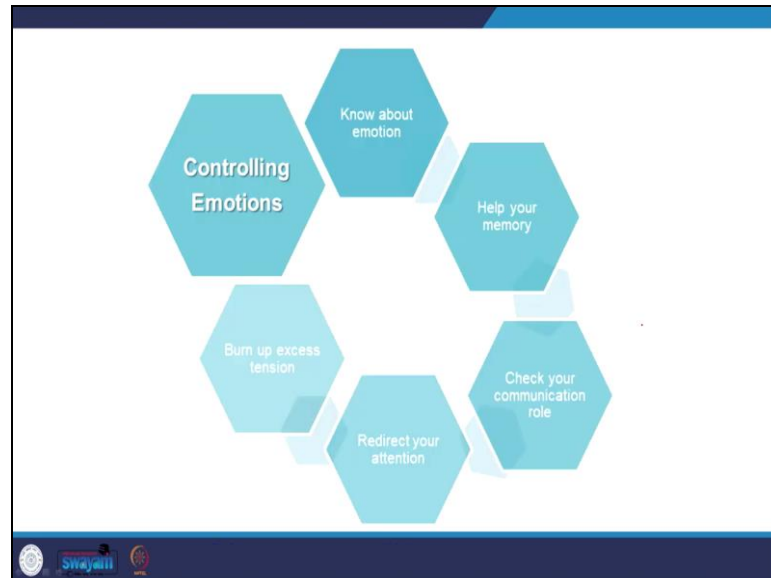
And the cognitive level, actually gives you a feeling that I am always scared, I am always frightened. So, the emotion there generated is that of a fear, on the other hand, another theory about which Lazarus says that one has to get a sort of exposure or a sort of appraisal. With this appraisal, I mean, if you come across, if you repeat the same thing time and again what will happen you will get habituated and the fear factor will go away.

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So, it is always better now. Here, you can see that not only there is a sort of psychological fear but there is a sort of physiological also which is reflected the way a person starts sweating, his heart starts pounding and he is totally under the grip of this fear.

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Now, how to control that fear? The very first thing is--- you must know that if it is a snake, it is a snake, fine. Know about emotion. If one has the emotion of fear fine, and if he simply leaves it there if he does not get it exposed then it will continue that is why something some unpleasant experience that one comes across in his childhood continues with him fine unless and until he is either counselled or he is either exposed to.

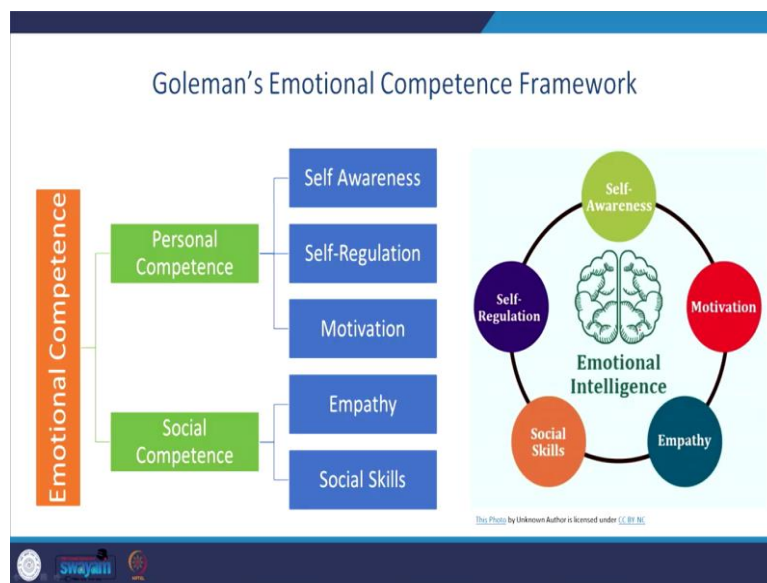
So, in that case what one can do is one can take the help of one's memory. This happened last, no doubt, but then since I have to overcome it let me have more and more of it as I have been saying in the previous lecture also. As a public speaker if you come across such a sort of fear--- the fear of getting exposed or the fear of getting laughed at-- you should first try to understand what is your communication role.

You are a speaker, you know better than all these people who are gathered here, if you have this feeling perhaps you will be able to control this emotion. And then taking that cue, from such a sort of fear you have to redirect your own attention towards the topic as a public speaker. If you keep yourself concentrating on what you are going to say naturally this fear factor will recede. But if you are under the grip of it and you start catastrophizing as I have been saying that I am soon going to faint away. I am soon going to forget all that I had remembered or all that I had prepared you will never be able to come out of it. So, what

actually is needed is--- you should try to burn up excess of tension. It is always said that if you always keep on having this emotion of fear even if you are confident, you will not be able to control it. So, it is always better to set a goodbye to it and say that you can do it better than others, you have got a masters in this particular subject.

So, naturally you know better than so, many people who are here. So, if this confidence is within you, you will actually be able to control the emotion of fear. Now in this regard there has been a very seminal work by Daniel Goldman. And Daniel Goldman's book on Emotional Intelligence is very popular.

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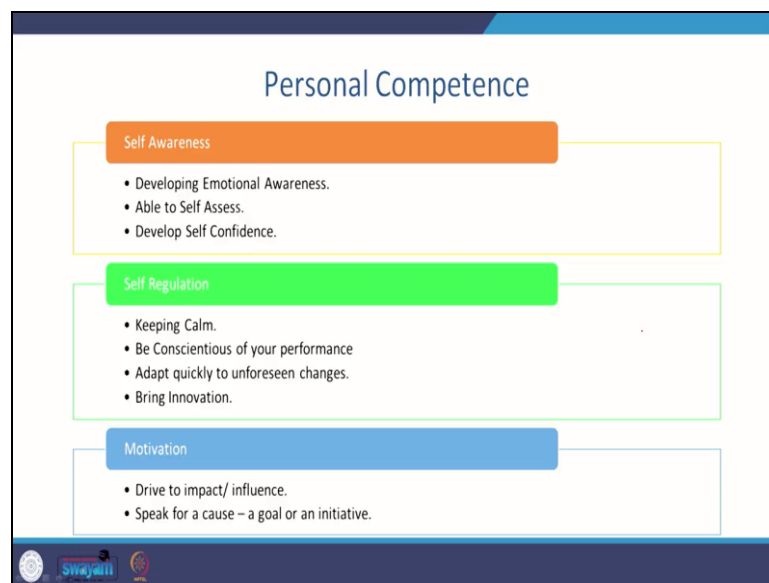


Daniel Goldman provides emotional competence and he says that if one has emotional competence one can always overcome all sorts of fears which are related to one's emotions. And in this regard, he provides some majors what are those measures--- self-awareness be aware of yourself your limitations your capabilities your responsibilities. Self-regulation regulate yourself that if such a situation is there.

How can I regulate myself? in this regard there are two categories one is personal competence. All of us have within us a sort of self-awareness are we really getting some time to make an appraisal of ourselves so that we can become aware are we able to bring certain regulations within ourselves and then if you are able to do that you will be motivated. So, self- motivation is also very important.

And another aspect is social competence. Am I able to mix in the society. Do I have a sort of empathy with others meaning thereby if I put myself in the same condition as others what can happen to me? So, one need to have a sort of empathy and then one also needs to have some sort of social skills. There are several things associated with social skills--- the social skills if one has one can influence people, one can motivate people, one can mix with people one can create a team one can speak in groups. So, all these are necessary ingredients in order to become a person which emotionally competent my dear friends.

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So, when you talk about personal competence what one needs to do in terms of self awareness is develop emotional awareness emotional awareness. I ought to be aware of not only my own emotions but of others' emotions as well. Assess yourself from time to time estimate yourself what you are doing what you have done, how do you react, how does your personality react in such a situation.

And then try to develop self-confidence that is actually the best weapon to fight out this fear of Glossophobia. In terms of self regulation there are certain techniques that one can practice. The one is keeping calm for from time to time have some spare moments where you can keep yourself calm quiet. While thinking of judging something make use of your own conscience, beware of your conscience when it comes to your performance.

I mean, you can even make a sort of estimation of how did you perform and where could you be more rational, where could you be more clear and then one should also develop the ability to adapt oneself to the unforeseen situations. Situations in life as at the workplace can change

any moment. So, do not be rigid. It has been seen that when a person becomes emotionally. So much obsessed one tends to become very rigid.

But then that is not the way one has to even as a public speaker one needs to develop certain qualities of how one can, because you may at times, see the signs of boredom envy arising out of the faces of the audience. So, here is the time that you can bring certain changes such and quick changes and then how as I have mentioned in some of the lectures--- by talking about something personal that the people can associate themselves with.

Or talking of something that is actually very common, because when we talk about some common things we can find more and more people being in tune with us and then comes motivation drive to influence. You know there are several factors which can help you become influential apart from your communication skills behind even before communication skills there are certain things that are quite natural and helpful.

And then when you are speaking as a public speaker or when even in life on certain situations when there arises of conflict or whatsoever please speak for a cause a goal or initiative. As a human being you have a social responsibility also, which is actually going to help.

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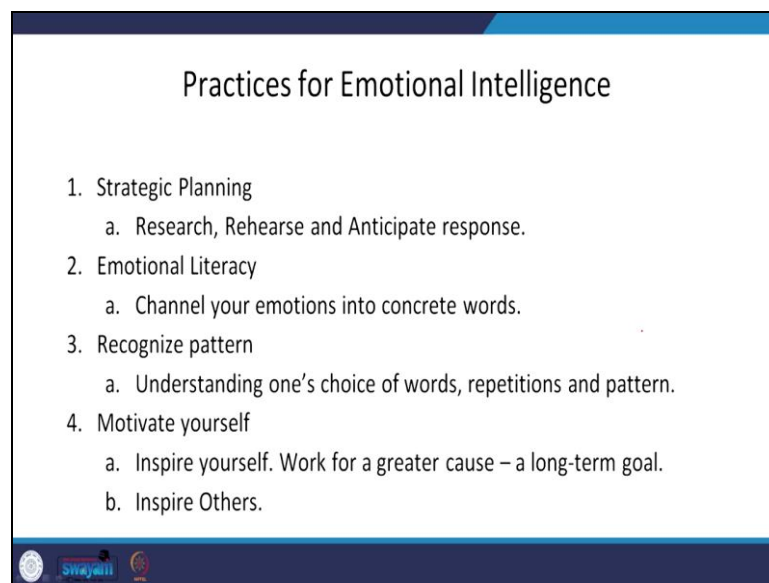


Then comes social competence where we tend to develop a sort of sensitivity towards the needs and expectations of our listeners, of our audience members. We should also see to it how it can be mutually beneficial to me as a speaker to them as a listener. I can, I should

rather answer responsibly and politely if there are some harsh feedbacks or comments also and am I really aware of the power.

The power that you have as a speaker and the power that they have as audience members. And then you also need to be motivational you also need to be a listener throughout. And in case there are certain conflicts you should provide the ways as to how this conflict can be managed you should try to. So, you should try to reflect your leadership skills. There are certain other ways which can be practised in order to understand the actuality of emotional intelligence, plan strategically get yourself literate, become literate emotionally.

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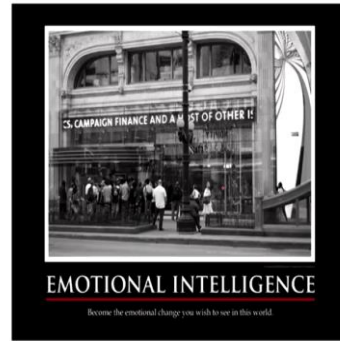


One must recognize the practice when one is speaking in terms of words, repetitions. Fine? Pattern, motivate yourself how I can inspire others what is the new thing that I am going to provide them and how my goal whether it is long term or short term the advantages of emotional intelligence not only can be seen in terms of public speaking but it can also provide a sort of happy and well-being.

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Advantages of Emotional Intelligence

- Healthier personal well-being.
- Clarity in Communication.
- Makes one a better influencer.
- Better Decision making ability.
- Self-motivated.
- Lesser emotional stress and anxiety issues.



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It can also help you get communicatively clear it can also help you become a motivator. If one is conscious of this emotion one can also help take better decisions and one can say a goodbye to all sorts of emotional stress and anxiety issues. Before we come to end this talk, I would like to take some of the key terms that Mayer and Salovey talk about are the advantages of high emotional intelligence.

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Gains of High EI

The high EI individual, most centrally, can better perceive emotions, use them in thought, understand their meanings, and manage emotions, than others. **Solving emotional problems** likely requires less cognitive effort for this individual. The person also tends to be somewhat **higher in verbal, social, and other intelligences**, particularly if the individual scored higher in the understanding emotions portion of EI. The individual tends to be more open and agreeable than others. The high EI person is drawn to occupations involving **social interactions such as teaching and counseling** more so than to occupations involving clerical or administrative tasks.

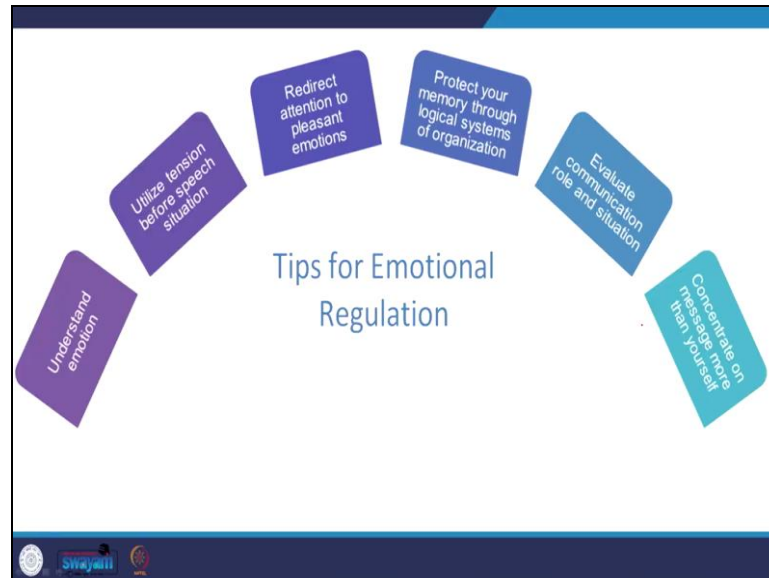
The high EI individual, relative to others, is less apt to engage in problem behaviors, and avoids self-destructive, negative behaviors such as smoking, excessive drinking, drug abuse, or violent episodes with others. The high EI person is more likely to have **possessions of sentimental attachment** around the home and to have more **positive social interactions**, particularly if the individual scored highly on emotional management. Such individuals may also be more adept at describing motivational goals, aims, and missions.

(Mayer, Salovey, & Caruso, 2004, p. 210)

It actually helps in solving problems it also helps you get higher in verbal social and other intelligences and it can also pave your path to social interactions such as teaching, counselling, in this case public speaking. And finally one can have possessions of sentimental attachment. The course that we are doing-- how much we are attached sentimentally and how this can lead to a social positive growth.

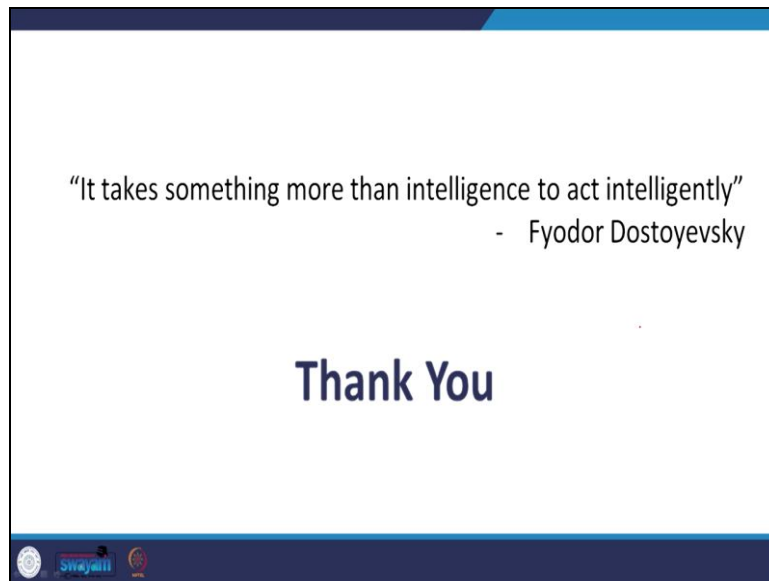
If all these are mentioned and measured, are taken care of one is bound to be a good speaker but then in order to have a regulation for emotions, one needs to understand emotion.

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One needs to utilize tension one needs to redirect tension for concentration and then protect one's memory through logical systems. One should also be able to evaluate oneself in terms of communication role and finally one should always try to concentrate on one's message. My dear friends, emotion actually is very important in life and it is also important in public speaking. When one thinks of the emotional responses of the audience members much in advance, one is bound to be more cautious in terms of the use of words, sentences, in terms of his sensitivity towards culture and in terms of what he is going to provide them through this talk. So before we end let me once again take a quote by Dostoevsky,

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who says--- “It takes something more than intelligence to act intelligently.” And I hope all of you with the help of your own emotions act intelligently and ensure emotional intelligence being used properly while you are going to deliver a talk, presentation or a speech. With this let me come to end this lecture. Wishing you all the best, wishing you a well healthy emotional being so that your emotional being can help others become good human beings in a reply in response. With this thank you very much, I wish you all a very good day, thank you.