**EMOTIONAL INTELLIGENCE: THE GREAT PREDICATOR OF SUCCESS**

Mr. Mohd Iqbal Bhat

1. **INTRODUCTION**

The derivative word emotion has been derived from the Latin word “emovere” which means ‘to move’ or ‘to have aggression.’ Thus emotions are the agitation or excitement of Human body and mind. According to Charles G. Morris “emotions are complex state of affection that shows physical changes which can be observed physically on behavior patterns of individual. It must be understood that Intelligence is one kind of mental capability or a kind of energy available in the mind of individual in proper and particular situation. David Wechsler “Intelligence is global capacity among the human’s to have a purposefully act, to have a rationality in thinking, and effectiveness while dealing with others in an environment.” Emotional intelligence is productivity by interaction of environment and heredity. Emotional intelligence is attribution of social skills, social-awareness, self-management, and self-awareness. Emotional intelligence plays successful role in one’s life. People who have a over emotional control can manage life and feelings well, and deal positively with others life and feelings, in other hand those people who have not control over their emotions fight inner battles that sabotage their ability to focus life and think clearly. Goleman to be intelligent in life is to solve new problems and to deal with diverse situations. According to Greek philosopher Aristotle “anyone can became angry that is easy. But to be angry to the right person, to the right degree, at the right time, for the right purpose, and in the right way that is not easy”. Thus emotional intelligence is also capacity to build strong social relationship with life and people.

1. **HISTORY AND EVALUATION OF EMOTIONAL INTELLIGENCE**

First Harvard psychologist Howard Gardner who differentiated, between two things one is intellectual and second one emotional capacity. He introduced his theory of multiple intelligence 1983, He also including two types of intelligence interpersonal and intrapersonal intelligence. The famous Psychologist, Edward Lee. Thorndike explained the solid role of emotional intelligence in, 1920. With the concept of social intelligence, Thorndike defined social intelligence as “the ability to understand and manage social environment in relationship with men and women”. Human beings are commonly engaged with relationship at home and at work. Irrespective of the nature of work, failure and success depends upon the effective management of emotions, while dealing with the society of the people.

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[Charles Darwin](http://en.wikipedia.org/wiki/Charles_Darwin) observed the essentials of emotional expressive state for survival the first one and, second, adaptation. It gives a clear indication of emotional intelligence. Intelligence at its traditional phase nearly 1900s emphasized on Cognitive aspects such as memory and problem-solving. During the time various other investigators in the field of intelligence studies, has also given importance to non-cognitive aspects. For instance, as early as 1920, the first example used [social intelligence](http://en.wikipedia.org/wiki/Social_intelligence) in order to describe the skill of understanding and managing others, [E.L. Thorndike](http://en.wikipedia.org/wiki/E.L._Thorndike)’s 1920, used term social intelligence. Another researcher Stemberg 1988 through his Tiarchic theory of intelligence carries the concept of social intelligence in terms of contextual intelligence. The numerous components of intelligence with the individual context in proper selection can improve the environment. It is found that without having a high intelligence quotient (I.Q) one may have contextual intelligence i.e., ability to have successfully life. [David Wechsler](http://en.wikipedia.org/wiki/David_Wechsler) in 1940 discovered that there is influence of non-intellective factors on intellectual behavior and he argued that all the intelligence models are incomplete without these factors. [Howard Gardner](http://en.wikipedia.org/wiki/Howard_Gardner) In 1983, The Theory of Multiple Intelligences (Frames of mind) elaborates the idea of [multiple intelligences](http://en.wikipedia.org/wiki/Multiple_intelligences) with interpersonal intelligence and intrapersonal intelligence, first one (which includes the capability to understand the intentions, motivations and desires of people) and second one (it includes the capacity to understand appreciate feelings, fears and motivations). According to Gardner traditional types of intelligence like intelligence quotient ([IQ](http://en.wikipedia.org/wiki/IQ)) fails to explain cognitive ability fully. Intelligence lacks to explain ability and performance outcomes.

Wayne Payne studies, On Emotion: Development and Emotional Intelligence in 1985. Leuner introduced the term Emotional Intelligence in 1966. The other educational scientists like Stanley Greenspan 1989 Salovey, Mayer in 1990, and Daniel Goleman in 1995, put forward “emotional intelligence model”. Emotional intelligence ability and emotional intelligence trait was introduced byZimbardo and Gerring in 2000. John Mayer and Dr. Peter Salovery through their scientific measurement tried to know differences among people in terms emotional ability. Thus they first introduced the “Emotional intelligence” in 1990. But the whole credit goes to Daniel Goleman an American psychologist who popularized the term “Emotional intelligence” in explained manner he says why it can matter more than intelligence quotient (I.Q) which was published in 1995.

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Parents can’t deal properly with the emotion of their children as they don’t have dispensed with emotional skills. In the growing modern societies, where single family concept has taken the birth and parents have little time to spend with their children. Family as first institution of learning thus lacks the quality to development regarding their children. We see the schools particularly teachers are playing crucial role to nurturer the emotional skills among children. Most of the problems of life, home, family, regional, political problems, wither childhood or adolescent problems have an emotional cause. The causes of mismanagement and mishandling, the emotions, feelings and sentiments. Scientific research has proved that the functioning of brain indicates information about emotional skills is easier in formative years than childhood and adulthood, because of stress, competitions, and on performance basis intensive emotional aspects starts to role one’s life. The support and role of guidance and counseling service brought revolution with the contribution of Daniel Goleman, not only in one’s life but also physical and mental health problem areas. Daniel Goleman has revolutionized the workplace management. Emotional intelligence model clearly indicates that one’s emotional make up is directly related to ability to deal properly with others and own feelings. Emotional intelligence as quotient has greater educational and social implications of achievements of the individual and the society. This has been recognized and given practical shape and implication to all round the globe. Daniel Goleman the revolutionary one had given the scope and significance of emotional intelligence in his writings.

* I.Q. 3 times lesser than E.I, E.I more powerful than I.Q.
* E.I contributes 80% to success in life; the other force I.Q. Contributes only 20%.
* E.I. Predict success. I.Q & SAT scores in schools do not.
* E.I. helps more than I.Q. In working situations also or even professional skills and competencies.
* Through the various components life, like self-awareness. Empathy, managing the emotions, motivating oneself and handling relations. E.I. helps ion all spheres of life.

John. D. Mayer and Peter Salovery a Yale psychologist of the University of New York Hampshire in their 1997 book “Emotional Intelligence” has given explanation of emotional Intelligence. It is defined the capacity to reason with; perceive emotions, the integration of thought, the understanding and the management.’ Personality traits such as empathy, motivation, persistence, warmth, Social skill and various characteristics, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­­­­­­­\_\_\_\_\_\_\_\_

1. [Kokkinos, et., al.(2012)*.* Journal Articles; *Relationship between Traits Emotional Intelligence*](http://www.eric.ed.gov/ERICWebPortal/search/recordDetails.jsp?searchtype=advanced&pageSize=10&ERICExtSearch_SearchCount=1&ERICExtSearch_SearchValue_0=emotional+intelligence+and+education&eric_displayStartCount=11&ERICExtSearch_Operator_1=and&ERICExtSearch_SearchType_1=kw&ERICExtSearch_SearchType_0=kw&_pageLabel=RecordDetails&objectId=0900019b8049fcdd&accno=EJ955230&_nfls=false) in the psychology of Education, v15 n1 p41-58.
2. [King & Ronnel B.](http://www.eric.ed.gov/ERICWebPortal/search/simpleSearch.jsp?_pageLabel=ERICSearchResult&_urlType=action&newSearch=true&ERICExtSearch_SearchType_0=au&ERICExtSearch_SearchValue_0=%22King+Ronnel+B.%22) (2012). Journal Articles; Reports–Research;[*The Role of Theories of Intelligence on Academic Emotions*](http://www.eric.ed.gov/ERICWebPortal/search/recordDetails.jsp?searchtype=keyword&pageSize=10&ERICExtSearch_SearchValue_0=emotions+intelligence&eric_displayStartCount=1&ERICExtSearch_SearchType_0=kw&_pageLabel=RecordDetails&objectId=0900019b8063d792&accno=EJ985134&_nfls=false)*,* v22 n6 p814-819.

Such as self-motivation ability to think all such traits are determined by Intelligence quotient (E.Q).’ It is because of emotional intelligence that derives competencies and skills of leadership performance as Daniel Goleman observed. Goleman's model comprised of five main EI constructs.

1. That ability through which ones perceive the emotions, judge emotions, to know weaknesses and strengths is known as self-awareness.
2. It is an act of controlling or redirecting one's disruptive emotions and impulses and adaptability in changing situations or circumstances.
3. The management of relationships through emotional state with desired direction is [Social skill](http://en.wikipedia.org/wiki/Social_skill) in terms of emotional intelligence.
4. To know one’s feelings and to support especially on decisions making process is an empathic act.
5. The derivation of achievement is one of the construct of emotional intelligence.

According to Goleman [emotional competencies](http://en.wikipedia.org/wiki/Emotional_competence) are learned capabilities and are developed to achieve performance. Goleman says that every individual is born with emotional intelligence that defines emotional competencies and learning potential. Mayer, Roberts, & Barsade in 2008, criticized Goleman in "[pop psychology](http://en.wikipedia.org/wiki/Pop_psychology)" and defined that Emotional intelligence is the product of one’s heredity and interaction with environmental forces.Emotional intelligence as (EI) is the ability to identify, deal, and control the [emotions](http://en.wikipedia.org/wiki/Emotions) of one-self, and others. Emotional intelligence is divisible into two sect’s ability *(*EI) and trait *(*EI). Through maximum performance tests ability EI is measured. It has a correlation with traditional intelligence, whereas trait (EI) is measured by questionnaires and has a positive correlation with personality. The concept of (EI) defined by Salovey and Mayer develops criteria for a new intelligence.Due to continuity of their investigation the definition of EI was changed to "The ability to perceive emotion, integrate emotion to facilitate thought, understand emotions and to manage emotions to promote personal growth." Emotions are mostly related with affective domain of the individual and intelligence as general, thus emotional intelligence clarifies bringing of intelligence among emotions, means proper usability of emotions at the agitate point. It is emotional intelligence that checks the dealings of emotions. It gives an individual one kind of control and application to make a successful performance generally as well as occasionally.

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2. Leedy et., al. *(2012).*College Student Journal; *Emotional Intelligence and development in First-* *Year Undergraduate Students in a Frontier State,* v46 n4 p795-804.
3. **EMOTIONAL INTELLIGENCE AS A PREDICATOR OF SUCCESS**

General intelligence is measured as intelligence quotient Or (I.Q). Emotional intelligence to be considers the greatest predictor of success in life- academics, social, vocational or professional field. But scholars experiments conducted in the 90’s onwards have challenged over-dominance of intelligence and have tried to challenge such over- dominance of intelligence and replace it with emotional intelligence as its measure emotional quotient or (E.Q) instead of intelligence quotient (I.Q) reveals that (E.Q) the greatest predictor of success. Now the need of hour is to bring intelligence to emotions. The growing competitive world itself is evident that people face different situations over their expectations. Emotional intelligence as psycho-physical and modern neurosciences comprises emotional intelligence in happiness and success in life; it matters as much as intellectual ability (IQ) matters. With the intensive influence of emotional intelligence we can create stronger relationships, success in work, and achievement of career and personal life goals. General intelligence is not so enough to prove us successful in life and profession. Through emotional intelligence Quotient we can boost skills. We know that some individuals are academically brilliant and are socially unproductive in their normal life, relationship and work. Emotional quotient (EQ) helps to release tension, stress and emotions in crucial situations essentially in exams. The development of emotional intelligence may yield productivity and success among individuals. The embracement and drawings of emotional intelligence are found in branches of behavioral, emotional and communication theories. Emotional intelligence development contains elements that helps to reduce stress, conflict, and brings improvement in relationship and understanding. It also increases stability, continuity and harmony. Emotional intelligence influences on the performance at work. Emotional intelligence helps to improve physical health, mental health and to build relationship. Emotionally intelligent people are well adjusted in every sphere of life. Emotional intelligence is changeable with new experiences and with new age. The levels of emotional intelligence determine the characteristics associated with codependency be better explained by emotional intelligence (EI). It is said that intelligence predicts negative emotions such as anger, anxiety, shame, hopelessness, and boredom etc. as well as positive emotions like hope, joy, and pride etc. we can imagine that intelligence and emotions are significantly correlated to each other. Emotionally intelligent individuals could help in management of emotions, as compared to less emotionally intelligent individuals.

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4. **EMOTIONAL INTELLIGENCE IS AN ABILITY**

Emotions and Intelligence are functioning significantly on control-value of achievement emotions. The ability-based model based on emotions, are the essential sources of information that helps to make sense of recognition and allocate the social environment. Individuals are differentiated according to their ability to promote information on the basis of emotional nature, as the model proposes that individual emotional ability wider the cognition.

An emotionally intelligent person can be categorized into following abilities as under:

1. Perceiving and identify numerous emotions among others (through readings of face expression, gestures of body language and the voice etc.
2. To have a complete Sense of own feeling and emotions.
3. To perceive emotions in-corporately, in the thought (by using emotions, analyzing the feelings, and problem solving attitude, decision making process etc.
4. To have a close judgment about the nature of understanding, magnitude and outcomes of the emotions.
5. To have a proper control and regulation over the operation of emotions in concerned with social environment as promoter to propose harmony, prosperity and peace among the society

Through the explanation, of Mr.Yetta. (1997)U.S.A. He says that an emotional intelligent proficiency areas i.e., Awareness, Acceptance, Attitude and Action.

1. To know about feelings, what you are feeling.
2. Emotions have physiological operation taking place in human brain and body and don’t have rationality always. It means feeling the emotion without judging it. It is acceptance, means to accept the nature of emotions.
3. Beliefs that are attached to emotion are attitude. Formation of emotional attitude or using the attitude is challenged; the continuity of emotions in the same direction is attitude.
4. Behaviour based on emotion and attitude is called action. Emotional behaviour and emotional attitude is action.

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On the Basis, We can understand the emotional intelligence of an individual as a common ability (concerned to, the value of intelligence) it is helpful to know, feelings and judgment about the emotions in correlation with one’s thinking process to behave in a proper way, to achieve ultimate realization of the happiness and social welfare of both family and society in cooperation and mutual trust.

1. **TRAIT (E.I) AND ATTRIBUTES OF EMOTIONAL INTELLIGENCE**

Emotional intelligence changes with age and experiences. Persistency and effort are the characteristics of emotional intelligence. Emotional intelligence "trait EI" or "trait emotional intelligence is self-perception towards own emotions. The relative changes are seen on the down stages of personality. The value of trait (EI) by the exploration of relationships with cognitive ability and emotions are predicted through perception accuracy beyond overall competences. Trait (EI) has essential multifaceted implications for the socialization of the students. Emotional intelligence found to be predictive and active coping strategy. Emotional intelligence is motivational, flexible, cohesive, goal-driven Productive, satisfactory, competent and qualitative with respect to its attributes. Emotional Knowledge withers tacit, explicit or experiences are the effective and efficient means to help in understanding the goal. Requirements are maximized to efforts. Emotional intelligence has less or more attributes, but most common four attributes as under:

1. **Self-awareness**: When a person recognizes his own feelings and emotions and their affect on mind, thoughts and finally on behavior, knowledge of positive and negative points, and have self-confidence. It means he is having self-awareness.
2. **Self-management**: When an individual have an ability to sustain the feelings and behavior, and manage his emotions in a proper way, and will take the initiatives, follow through on commitments, and have an adoptability to change in the circumstances. It is called his self-management.
3. **Social awareness**: When a person understand the emotions and needs in concern with other people, read the emotional hints, feel comfortable in social environment, and reorganize the dynamics powers in surroundings. It means he is socially aware.
4. **Relationship management**: When a person subscribe good relationship, communicates clearly, inspired and make influence on others, work, and manage conflict.It means he is having relationship management.

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Emotional intelligence as an (EQ) ability identifies the emotions, it uses, creates an understanding about the management of emotions. Emotional intelligence positively releases stress, and create an atmosphere to communicate effectively. Emotional intelligence empathizes with others and overcome challenges, and conflicts. By using of understanding of emotions to relate better to other people, form healthier relationships, achieve greater success at work, and lead a more fulfilling life. Emotional intelligence as a concept is referred to professional function, moral quality, conduct or understanding. The modern ideology of [Emotional Intelligence](http://www.mindtools.com/pages/article/newCDV_59.htm) Quotient (EQ) justifies the specific type of human qualities with proper understanding. Emotional quotient (EQ) treated a human ability; through this ability we can recognize our own feelings and the feelings of other human beings as well. It helps in the management of emotions and creation of relationships. In order to develop effective communication [empathy](http://www.mindtools.com/pages/article/EmpathyatWork.htm) is essential for emotional intelligence. Empathy has consistency with self awareness, self assessment, self confidence, self control, adoptability, conscientiousness, social awareness, trustworthiness and achievement orientation. Thus, emotional intelligence is capability to recognize our own feeling and also the feelings of others. Emotional intelligence as a capacity motivates us for managing emotions in our relationship. It helps us to understand the perspectives of other individuals.

**CONCLUSION**

Human resources development depends up on individual development in all aspects of life physical, mental, technical, moral, ethical, intellectual, spiritual, social cultural, political and psychological, one of most successive one as mentioned by psychologists is emotional aspect of one’s personality that is greatest predictor of success among individual life. Emotional intelligence affects upon the Human aspects of life. It determines your behavior and interaction to the society. Higher the emotional intelligence higher will be your recognition about your emotional state as well as the emotional states of others. Emotional intelligence is just an engagement with the people that makes them your own. Emotional Intelligence development process outcomes various known elements that reduce depression, anxiety and stress among individuals and many other organizations. Emotional intelligence decrease conflicts, improves relationship and proper understanding. Emotional intelligence also increases stability, continuity and harmony among the individuals commonly in the social environment.

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