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

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1. **INTRODUCTION**

The word emotion has been derived from the Latin word “emovere” which means ‘to stir up’ or ‘to excite.’ Emotion can be thus understood as an agitated or excited state of mind and body. According to Charles G. Morris “emotion is a complex affective experience that involves diffuse physiological changes and can be expressed overtly in characteristics behavior patterns. Intelligence on other hand must be understood as the mental capacity or mental energy available with an individual at a particular situation. David Wechsler “Intelligence is global capacity of an individual to act purposefully, to think rationally, and to deal effectively with his environment.” Emotional intelligence like general intelligence is the product of once heredity and its interaction with his environmental forces. The hallmark of emotional intelligence is self-awareness, self-management, social-awareness and social skills. Emotional intelligence like general intelligence plays successful role in one’s life. People who have control over emotions can manage their feelings well and read and deal effectively with other people’s feelings, while the people who cannot control over their emotional life fight inner battles that sabotage their ability to focus on work and think clearly. Goleman to be intelligent 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 right person, to the right degree, at the right time, for the right purpose, and in the right way that is not easy”.

1. **HISTORY AND ORIGIN OF TERM EMOTIONAL INTELLIGENCE**

 Harvard psychologist Howard Gardner was the first one to point out the distinction between intellectual and emotional capacities and introduced his theory of multiple intelligence 1983 including interpersonal and intra personal intelligence. The roots of emotional intelligence can be traced back to bovver 2000 years the famous psychologist Edward Lee. Thorndike through his concept of social intelligence laid down a solid foundation of the essence of emotional intelligence in 1920. Thorndike defined social intelligence as “the ability to understand and manage men and women, boys and girls to act wisely in human relations”. Human relations as commonly visualized are day-ton –day dealings with other people at home and at work. Whatever may be the nature of our work, the success or failure of a task depends on our handling the situation and the people involved with.

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Boyatzis et,. al. (1999) *Emotional competence Inventory (ECI);* The ECI selecting measure for emotional intelligence, Boston; Haygroup.

Chan & David W. (2008). Educational Psychology journal; *Emotional Intelligence, Self-Efficacy, and Coping among Chinese Prospective*, p397-408.

The earliest roots of emotional intelligence can be traced to [Charles Darwin](http://en.wikipedia.org/wiki/Charles_Darwin)'s work on the importance of emotional expression for survival and, second, adaptation. In the 1900s even though traditional definitions of [intelligence](http://en.wikipedia.org/wiki/Intelligence) emphasized cognitive aspects such as memory and problem-solving, several influential researchers in the intelligence field of study had begun to recognize the importance of the non-cognitive aspects. For instance, as early as 1920, [E.L. Thorndike](http://en.wikipedia.org/wiki/E.L._Thorndike) used the term [social intelligence](http://en.wikipedia.org/wiki/Social_intelligence) to describe the skill of understanding and managing other people. Stemberg 1988 also carried out the concept of social intelligence in the name of contextual intelligence through his Tiarchic theory of intelligence. The component of one’s intelligence relates with one’s capacity of making adjustment to various context with a proper selection of contexts so that one can improve one’s environment in a proper way. As a follow-up study it was later on discovered that without having a high I.Q. one can have high contextual intelligence i.e., the ability to lead one’s life successfully. Similarly in 1940 [David Wechsler](http://en.wikipedia.org/wiki/David_Wechsler) described the influence of non-intellective factors on intelligent behavior and further argued that our models of intelligence would not be complete until we could adequately describe these factors. In 1983, [Howard Gardner](http://en.wikipedia.org/wiki/Howard_Gardner)'s Frames of MindThe Theory of Multiple Intelligences introduced the idea of [multiple intelligences](http://en.wikipedia.org/wiki/Multiple_intelligences) which included both interpersonal intelligence (the capacity to understand the intentions, motivations and desires of other people) and intrapersonal intelligence (the capacity to understand oneself to appreciate one's feelings, fears and motivations). In Gardner's view traditional types of intelligence such as [IQ](http://en.wikipedia.org/wiki/IQ) fail to fully explain cognitive ability. Thus even though the names given to the concept varied. There was a common belief that traditional definitions of intelligence were lacking in ability to fully explain performance outcomes.

The first use of the term "emotional intelligence" is usually attributed to Wayne Payne's [doctoral thesis](http://en.wikipedia.org/wiki/Doctoral_thesis), A Study of Emotion: Developing Emotional Intelligence from 1985. However prior to this the term "emotional intelligence" had appeared in Leuner 1966. [Stanley Greenspan](http://en.wikipedia.org/wiki/Stanley_Greenspan) 1989 also put forward an EI model, followed by Salovey and Mayer 1990, and [Daniel Goleman](http://en.wikipedia.org/wiki/Daniel_Goleman) 1995. The distinction between trait emotional intelligence and ability emotional intelligence was introduced in 2000. Zimbardo and Gerring in 1996. However historically speaking the phase ‘emotional intelligence’ was first introduced in 1990 by John Mayer and Dr. Peter Salovery in their attempt to develop a scientific measure for knowing the differences between people’s ability in the areas of emotions. However, the credit for popularization the concept of emotional intelligence goes to another American psychologist Daniel Goleman through his book Emotional intelligence; why it can Matter more than I.Q. published in 1995.

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2. Mayer, J.D., & Gaschke (1998). The experience and meta-experience of mood. *Journal of personality and social psychology*, p55, 102-111.

Family is the first institution of child, but with the breakdown of joint families and the advent of a high living index both parents are out for work leaving the child with very little time to spend with the parents. Moreover parents are not always in a position to cope with or dispense with the necessary emotional skills. This makes the role of schools particularly of the teachers I nurturing emotional skills in children even more crucial. Scientific research on functioning of the brain in particular indicates that the information of emotional skills is much easier “formative years” i.e., from birth to the late teens. But the fine line between childhood and adulthood is disappearing due to massive media exposure, too much stress on performance and cut-throat competition. Intensive emotional aspect begins to role in one’s life. Most of the problems in our life whether childhood or adolescent problems, home and family problems, work situation problems or political, regional or international problems are the result of the mishandling of the involved sentiments, feelings and emotions of the individuals concerned, group of individuals, society and the nations. Daniel Goleman has brought a revolution in the field of workplace management. It has also provided sufficient support to the guidance and counseling services including physical and mental health problems. Although these may seem a bit exaggerated in the tall claim that E.I. is a sure guarantee for the unqualified advantage in life, yet there is no denying of the fact that one’s emotional make-up counts quite substantially towards one’s ability to deal successfully with other people and with one’s own feelings. Since these qualities count significantly towards one’s success in achievement area may help one to step for the required success.

The knowledge about one’s emotional intelligence in terms of his emotional quotient has wider educational and social implications for the welfare of the individual and the society. This fact has now been recognized and given practical shape and implication all round the globe. The credit of giving due publicity and acquainting the world population with the importance and significance of emotional intelligence goes to the famous American psychologist Dr. Daniel Goleman, through his bestseller like Emotional intelligence-why it can matter more than (I.Q.)? He has brought to the forefront the signifance of E.I and its measures through his writings.

* E.I. is powerful and 3 times more powerful than I.Q.
* I.Q. contributes 20% to success in life; the other forces contribute the rest E.I. luck and social class is among these other forces.
* I.Q. & SAT scores in schools do not predict success.

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1. [Kokkinos, et., al.(2012)*.* Journal Articles; *Relationship between Trait Emotional Intelligence, Self-Efficacy and Empathy among Preadolescents*](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)*,* Social Psychology of Education: An International Journal, 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.
* In working situations also E.I. helps more than I.Q. or even professional skills and competencies.
* E.I. helps ion all spheres of life through its various components like self-awareness. Empathy, managing the emotions, motivating oneself and handling relations.

 There are various views and definitions of the phrase Emotional Intelligence; yet the most accepted explanation is given by John. D. Mayer and Peter Salovery a Yale psychologist of the university of New York Hampshire in their 1997 book “Emotional Intelligence” “Emotional Intelligence may be defined as the capacity to reason with emotion in four areas: to perceive emotions, to integrate it in thought, to understand it and to manage it.’’ Intelligence quotient E.Q. comprises many personality traits such as empathy, motivation, persistence, warmth, social skill and various characteristics such as self-motivation, ability to think. Daniel Golemanfocuses on emotional intelligence as a wide array of competencies and skills that drive leadership performance. Goleman's model outlines five main EI constructs.

* **Self-awareness –** the ability to know one's emotions, strengths, weaknesses, drives values and goals and recognizes their impact on others while using [gut feelings](http://en.wikipedia.org/wiki/Feeling#Gut_feeling) to guide decisions.
* **Self-regulation –** involves controlling or redirecting one's disruptive emotions and impulses and adapting to changing circumstances.
* [**Social skill**](http://en.wikipedia.org/wiki/Social_skill) **–** managing relationships to move people in the desired direction
* **Empathy -** considering other people's feelings especially when making decisions and
* **Motivation -** being driven to achieve for the sake of achievement.

Goleman includes a set of [emotional competencies](http://en.wikipedia.org/wiki/Emotional_competence) within each construct of Emotional intelligence. Emotional competencies are not innate talents but rather learned capabilities that must be worked on and can be developed to achieve outstanding performance. Goleman posits that individuals are born with a general emotional intelligence that determines their potential for learning emotional competencies. Goleman's model of EI has been criticized in the research literature as mere "[pop psychology](http://en.wikipedia.org/wiki/Pop_psychology)" Mayer, Roberts, & Barsade in 2008. Emotional intelligence like general intelligence is the product of one’s heredity and its interaction with his environmental forces.Emotional intelligence (EI) is the ability to identify, assess, and control the [emotions](http://en.wikipedia.org/wiki/Emotions) of oneself, of others, and of groups. It can be divided into ability *(*EI) and trait *(*EI).

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1. [Kokkinos & Constantinos M.](http://www.eric.ed.gov/ERICWebPortal/search/simpleSearch.jsp?_pageLabel=ERICSearchResult&_urlType=action&newSearch=true&ERICExtSearch_SearchType_0=au&ERICExtSearch_SearchValue_0=%22Kokkinos+Constantinos+M.%22)(2012) Journal Articles; *Trait Emotional Intelligence, Self-Efficacy and Empathy among Preadolescents*, Social Psychology of Education v15 n1 p41-58.
2. Leedy et., al. *(2012).*College Student Journal; *Development of Emotional Intelligence in First-* *Year Undergraduate Students in a Frontier State,* v46 n4 p795-804.

Ability EI is usually measured using maximum performance tests and has stronger relationships with traditional intelligence, whereas trait (EI) is usually measured using self-report questionnaires and has stronger relationships with personality. Salovey and Mayer's conception of EI strives to define EI within the confines of the standard criteria for a new intelligence.Following their continuing research, their initial definition of EI was revised to "The ability to perceive emotion, integrate emotion to facilitate thought, understand emotions and to manage emotions to promote personal growth."

1. **SUCCESS PREDICATOR**

Until recently, we have been led to believe that a person’s general intelligence measured as intelligence quotient Or (I.Q) is the greatest predictor of success in any walk of life- academic, social, vocational or professional. However, researches and experiments conducted in the 90’s onwards have tried to challenge such over- dominance of intelligence and its measure intelligence quotient (I.Q) by replace it with emotional intelligence and its measure emotional quotient or (E.Q) revealing that a person’s emotional intelligence measured through his emotional quotient (E.Q) may be a greater predictor of success than his or her emotional quotient (I.Q) hence, there is need to bring intelligence to emotion. In present growing and competitive world people face different situations over their expectations. Recently, we have been led to believe that a person’s general intelligence measured as I.Q. Or intelligence quotient is the greatest predictor of success in any walk of life- academic, social, vocational or professional. Emotional intelligence is grounded primaries in psycho-biology and modern neurosciences. When it comes to happiness and success in life, emotional intelligence EQ matters just as much as intellectual ability (IQ). Emotional intelligence helps you build stronger relationships, succeed at work, and achieve your career and personal goals. Learn more about why emotional intelligence is so important and how you can boost your own emotional quotient (EQ) by mastering core skills. As we know, it’s not the smartest people that are the most successful or the most fulfilled in life. You probably know people who are academically brilliant and yet are socially inept and unsuccessful at work or in their personal relationships. Intellectual intelligence (IQ) isn’t enough on its own to be successful in life. Yes, your intelligence quotient (IQ) can help you get into college, but it’s your emotional quotient (EQ) that will help you manage the stress and emotions when facing your final exams.

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Emotional intelligence embraces and draws from numerous other branches of behavioral, emotional and communications theories. By developing our emotional intelligence we can become more productive and successful at what we do, and help others to be more productive and successful too. The process and outcomes of Emotional Intelligence development also contain many elements known to reduce stress for individuals and organizations, by decreasing conflict, improving relationships and understanding, and increasing stability, continuity and harmony. Mostly, it is concerned with academic success and also in other areas of life. It affects your performance at work**.** Physical health, your mental health, your relationship.

1. **EMOTIONAL INTELLIGENCE IS AN ABILITY**

The ability-based model views emotions as useful sources of information that help one to make sense of and navigate the social environment. The model proposes that individuals vary in their ability to process information of an emotional nature and in their ability to relate emotional processing to wider cognition.

A person will be termed emotionally intelligent in proportion if he is able to:

* Identify and perceive various emotions in others (through face reading, body language and voice tone etc.);
* Sense his own feeling and emotions;
* Incorporate the perceived emotions in his thought (such as using his emotions, feelings in analyzing, problem solving, decision making etc.
* Have proper understanding of the nature, intensity and outcomes of his emotions;
* Exercise proper control and regulation over the expression and use of emotions in dealing with his self and others so as promote harmony, prosperity and peace.

For further clarification and explanation of the term emotional intelligence and emotionally intelligent person, I would like quote the view point of Mr.Yetta lautenschlarger 1997 teaching fellow of Hamden, Connecticut U.S.A. He writes, to be emotionally intelligent I submit that you become proficient in the Fours A’s of emotional intelligence i.e., Awareness, Acceptance, Attitude and Action.

* Awareness means knowing what you are feeling when you are feeling it.

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1. Mayer, J.D., & Gaschke (1998). The experience and meta-experience of mood. *Journal of personality and social psychology*, p55, 102-111.
2. Mayer & Salovery (1990). *Handbook of emotional intelligence, theory*, *development and assessment*. San Francisco: Jossey-Bass.
3. Deimann, et., al. (2009). Journal Applied Psychology*:* An *appraisal of worker characteristics as related to age* p36, 296-300.
* Acceptance means believing that emotions are a biological process taking place in the body and the brain and that is not always rational. It means being able to feel an emotion without judging it.
* Attitude is beliefs that are attached to emotion. These are times when emotion follows an attitude, or is colored by an attitude. Using the attitude is challenged; the emotion will continue to be felt in the same direction.
* Action is the behavior you take based on emotion and attitude.

Based on these, we may understand one’s emotional intelligence as a unitary ability (related to, but independent of standard intelligence) helpful in knowing, feelings and judging emotions in close cooperation with one’s thinking process to behave in a proper way, for the ultimate realize of the happiness and welfare of the self in tune with others.

1. **ATTRIBUTES OF EMOTIONAL INTELLIGENCE**

Emotional intelligence consists of four attributes:

* **Self-awareness** – You recognize your own emotions and how they affect your thoughts and behavior, know your strengths and weaknesses, and have self-confidence.
* **Self-management** – You’re able to control impulsive feelings and behaviors, manage your emotions in healthy ways, take initiative, follow through on commitments, and adapt to changing circumstances.
* **Social awareness** – You can understand the emotions, needs, and concerns of other people, pick up on emotional cues, feel comfortable socially, and recognize the power dynamics in a group or organization.
* **Relationship management** – You know how to develop and maintain good relationships, communicate clearly, inspire and influence others, work well in a team, and manage conflict..

 The concept of emotional intelligence used to be referred to as "soft skills," "character" or even "communication skills". The more recent idea of [Emotional Intelligence](http://www.mindtools.com/pages/article/newCDV_59.htm) (EQ) offers a more precise understanding of a specific kind of human talent. EQ is the ability to recognize feelings of your own and those of others and manage those emotions to create strong relationships. Learning to develop [Empathy](http://www.mindtools.com/pages/article/EmpathyatWork.htm) is essential for emotional intelligence, as is communicating effectively and practicing [Empathic Listening](http://www.mindtools.com/CommSkll/EmphaticListening.htm). These all help you really understand the other person's perspective.

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1. [Neophytou, & Lefkios](http://www.eric.ed.gov/ERICWebPortal/search/simpleSearch.jsp?_pageLabel=ERICSearchResult&_urlType=action&newSearch=true&ERICExtSearch_SearchType_0=au&ERICExtSearch_SearchValue_0=%22Neophytou+Lefkios%22) (2013). Journal Articles; [Emotional Intelligence and Educational Reform](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=0900019b8065565d&accno=EJ999513&_nfls=false), Educational Review, v65 n2 p140-154.
2. Pool & Lorraine, et., al. (2012). Journal; *Learning and Individual* *Differences,* [Improving Emotional Intelligence and Emotional Self-Efficacy through a Teaching Intervention for University Students](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=0900019b80624fb5&accno=EJ971819&_nfls=false) v22 n3 p306-312.

Thus, Emotional intelligence (EQ) is the ability to identify, use, understand, and manage emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges, and defuse conflict. Emotional intelligence impacts many different aspects of your daily life, such as the way you behave and the way you interact with others. If you have high emotional intelligence you are able to recognize your own emotional state and the emotional states of others, and engage with people in a way that draws them to you. You can use this understanding of emotions to relate better to other people, form healthier relationships, achieve greater success at work, and lead a more fulfilling life.

1. **CONCLUSION**

Human resources development is mostly depended up on individual development in all aspects, physical, technical, moral, ethic, intellectual, spiritual, social cultural and one of most successive one as mentioned by psychologists is emotional aspect of once personality that is greatest predictor of successful life among individuals as well as students. The process and outcomes of Emotional Intelligence development also contains many elements known to reduce stress for individuals and organizations, by decreasing conflict, improving relationships and understanding, and increasing stability, continuity and harmony.

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