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Management and understanding features in communication depending on level of emotional intelligence

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Abstract

This paper is dedicated to the problem of management and understanding features in communication depending on level of emotional intelligence. The emotional intelligence plays essential role in success of interpersonal communication and, as a result, in formation of interpersonal relations, including management activity as the leader. We made the assumption that as higher EI level is, than level of communicative, organizational skills and empathy is high during communicative process. We studied the understanding and management features of other person depending on level of emotional intelligence. The research findings showed that certain level of EI has impact on a level of communicative and organizational skills during communication. It has positive correlation between a level of EI and a level of communicative skills. Correctly developed emotional intelligence creates conditions for communicative and organizational skills formation. as higher EI development level is, than level of communicative, organizational skills and empathy is high during communicative process. The made assumption of interrelation of emotional intelligence with empathy was confirmed (degree of reliability 0.01).

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1. Introduction

The actuality of this issue is substantial in no small part due not only to poorly researched state of the problem of interconnection of emotional intelligence and the problem of comprehension in both foreign and soviet psychology but also due to its practical value. Emotional intelligence performs substantial if not crucial part in successfulness of interpersonal communication and therefore in formation of interpersonal relations, including management framework and leadership. One of important functions of emotional intelligence is relations management – that is ability to evoke the desired reaction in other people and to achieve mutual understanding, cooperation, to stimulate other people to achieve their important goals; to cultivate positive emotions not only in oneself but in surrounding people; to resolve conflicts, to facilitate changes, to facilitate teamwork, cooperate while exhibiting social sensitivity. These abilities are the ones which the leader should possess.

2. Purpose and Methods of the study

The purpose of writing this article is researching the peculiarities of comprehension and control of the other person in dependence on the level of emotional intelligence. We made a hypothesis that the higher the EI's level of development, the higher the level of development of communicative and organizational skills and empathy.

During our research we used following methods and techniques:

- procedure of determining the level of emotional intelligence «EmIn» by Lusin, questionnaire of general empathy trends of Boyko,
- questionnaire «KOS-2» (by V.V. Sinyavskiy and V.A. Fedoroshin) measuring communicative and organizational abilities of man.
- Statistical methods of information processing were performed in software packages Microsoft Excel XP and «SPSS 15.0 for Windows Evaluation Version».

We performed correlative research with intent to verify our specific hypothesis. We made assumption that if the level of development of leader's EI is high, than the level of development of communicative and organizational abilities is high. Research showed positive correlation between level of EI development and the level of communicative and organizational abilities development. Results are demonstrated in Table 1.

Table 1 Correlation (Pearson) matrix of scales in KOS and EmIn questionnaires.

KOS / EmIn	Understand emotions of others	Understand emotions of others	Understand emotions of others	Understand emotions of others	Understand emotions of others	Understand emotions of others	Understand emotions of others	Understand emotions of others	Understand emotions of others
Communicative abilities	-	0,261*	-	-	0,306*	0,283*	0,248*	-	0,354**
Organizational abilities	0,318*	-	-	-	-	0,327*	-	0,270*	0,284*

Performed correlative research allows us to make conclusion analyzing the r_{xy} , that there is statistically-valid relationship between the subscale of EmIn «comprehension of other people's emotions» and organizational abilities 0,318*($p<0,05$). The ability to comprehend condition of person basing on external emotional reactions (mimics, gestures or sound of one's voice) and / or intuitively; sensitivity to internal conditions of other people in directly related with organizational abilities of respondents.

Also, there is statistically-valid positive relationship of subscale «control of other people's emotions» and communicative abilities 0,261*($p<0,05$). The ability to produce emotions in other people, degrade the intensity of unwanted emotions. It is possible that inclination to manipulating people is connected with communicative abilities.

There was revealed statistically-valid correlation between subscale «control of expression» and communicative abilities 0,306* ($p<0,05$). The ability to control one self's external emotional reactions is related to communicative abilities.

The interpersonal EI subscale and organizational abilities are correlated in the level of 0,327**($p<0,01$) and

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