Ethics & Morality · GS - IV

What are the main components of emotional intelligence (EI)? Can they be learned? Discuss.

EXAM YEAR	PAPER	SUBJECT
2020	GS - IV	Ethics & Morality

MARKS	WORD LIMIT
10	~150 words

Answer Hint

Self-awareness, self-regulation, motivation, empathy, social skills, emotional maturity, training, mindfulness, feedback, practical application

Model Answer

Introduction

Emotional intelligence (EI) is the ability to recognise, understand and manage one's emotions and respond appropriately to the emotions of others. It is especially important for civil servants working in complex human situations.

Main components of emotional intelligence

1. **Self-awareness:** Recognising one's emotions, strengths, limitations and their influence on behaviour.
2. **Self-regulation:** Controlling impulses, managing anger and responding calmly under pressure.
3. **Motivation:** Maintaining commitment, resilience and goal-oriented behaviour despite setbacks.
4. **Empathy:** Understanding others' feelings, perspectives and circumstances.
5. **Social skills:** Communicating effectively, resolving conflicts, building relationships and working collaboratively.

Can emotional intelligence be learned?

Yes. Although temperament and personality influence emotional responses, EI can be developed through sustained practice.

- **Self-reflection:** Journaling and identifying emotional triggers improve self-awareness.
- **Mindfulness:** Meditation and stress-management exercises strengthen self-regulation.
- **Active listening:** Understanding different perspectives builds empathy.
- **Feedback and mentoring:** Constructive feedback helps identify behavioural weaknesses.
- **Role-play and training:** Simulated conflicts improve communication and decision-making.
- **Practical experience:** Handling public grievances and teamwork helps translate learning into behaviour.

Conclusion

Emotional intelligence is not a fixed trait. Regular reflection, training and experience can strengthen it, enabling civil servants to remain balanced, compassionate and effective in public service.

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