

Theory of Emotional Intelligence Development both at Home and Abroad

Xuanfang Hou, Xiaoyun Shao

College of Business, Jiangxi Normal University, China

Keywords: Emotional Intelligence, Home, Abroad

Abstract: The role of emotional intelligence was known long time ago. Goleman (1995) pointed out that the people's life achievements resulted from intelligence factors with less than 20%, while the rest 80% were due to the influence of emotional intelligence. Emotional intelligence is another kind of wisdom of mankind. At present, about the understanding of the emotional intelligence, there exists controversy at home and abroad, which leads to great obstacles in subsequent functional mechanism of emotional intelligence researches and the guiding of enterprise practice. In this article, the author embarks from the two lines at home and abroad, and then clears up the relationships. And the author hopes to be able to find out the similarities and differences between the two conditions. Finally, the author puts forward the corresponding suggestions for the future of the integration of emotional intelligence theory.

Introduction

The 2015 Leave and Salary Increase Research Report shows: the top five reasons for employee turnover, followed by: heavy workload; boss's demanding requests, low EQ, colleague relations being not harmonious, individual project failure, dissatisfaction with the personnel changes. From the report, we can clearly find that all the basic issues are related to emotional intelligence. Work overload can be understood as low compressive capacity, low EQ, colleague relations being not harmonious is due to poor communication and poor communication ability, a single project failure signifies the anti-frustration ability is insufficient, and the discontentment towards personnel changes signifies that the person could not reasonably deal with their emotions. All the above situations knock a wake-up call for scholars and enterprises, which require us to conduct further researches in emotional intelligence. So, what is emotional intelligence, for the fact that the emotional intelligence is related to culture, we clear up the emotional intelligence theory from the two lines both at home and abroad.

The Connotation of the Emotional Intelligence Structure Abroad

Before the term emotional intelligence was put forward, industrial organizational psychology has always taken the mood and intelligence as two areas for research, and most of the researches were based on the understanding of cognitive factors. Thorndike (1920) had found that there are a lot of things can't be explained with intelligence, and he put forward the social intelligence. However, at that time, social intelligence was a multi-dimensional concept. Therefore, at present, it is difficult for us to make it specific. Besides, there is no special measuring tool to measure social intelligence, thus, it doesn't catch people's attention. Gardner (1983) proposed the theory of multiple intelligences, which contain two kinds of emotional dimensions, namely, introspection intelligence and interpersonal intelligence. The core of introspect intelligence is to know and understand one's own emotions, and the interpersonal intelligence is the ability to understand other people's emotions

and intentions. Social intelligence, introspective intelligence and interpersonal intelligence, to some extent, express the idea of emotional intelligence. These three intelligences were merely not perfect at that time. After that, emotional intelligence theory, might be based on the accelerating enterprise update speed, obtained the unprecedented development at that time.

Mayer (1990) is the one who was the first to put forward emotional intelligence. He defined emotional intelligence as the emotions and feelings that individuals use to monitor themselves' and other people's behavior and identify and use the information to guide their own thoughts and actions. He believed that emotional intelligence consisted of three parts, followed by individual appraisal and the ability to express self feelings, the ability to adjust their emotions and to use emotions to deal with problems. With the deepening of the research, Mayer (1993, 1996, 1997) successively adjusted the dimension for three times, thus formed four levels of dimensions, which were deepening one after another, including the perception of emotions, appreciation and expression ability, the promotion of emotion towards thinking ability, understanding and analysis ability of emotions, and mature regulation ability to the emotions. Each branch was related to the corresponding phase, the first three kinds of abilities was an essential prerequisite for the successful application of the fourth individual ability. At present, many subsequent studies are based on the four emotional processing abilities, also known as capacity model.

Goleman held that the emotional intelligence was a kind of ability that a person in certain situation, at the appropriate time, often in an effective way of displaying the self-consciousness, self-management, social awareness and social skills. Different from Mayer's point of view, he put some understanding and expressing of emotions into specific social and communication skills, such as optimism, motivation, self consciousness, etc into emotional intelligence category. Compared to the ability model, this division about emotional intelligence ability model was relatively broad. Based on the basis of four factors' connotations of Mayer, Goleman did an extension. He held that the emotional intelligence had been composed of the ability of understanding one's own emotions, ability to properly manage one's own emotions, self-motivation, understanding others' emotions and the management of interpersonal relationships, these five skills. Besides, he put personality traits into the emotional intelligence, but there were no clear boundaries, so, the later generations called it a hybrid model. Goleman's hybrid model, in this model, the emotional intelligence had been treated as a social skill, and was quickly expanded into the business management field. Therefore, more and more enterprises began to pay close attention to emotional intelligence.

The competency model put forward by Bar-on (1988) took the emotional intelligence as a series of social knowledge and abilities of a series of emotions affecting the environmental requirements. He carried on the strict distinction between emotional intelligence and social intelligence, for the two are highly related to each other. He took emotional intelligence as people's management skills, such as impulse control, and social intelligence as a kind of relationship skill. Bar-on linked the emotional intelligence with the environment and pressure. He held that personality and cognitive ability also belong to a part of emotional intelligence. He held that emotional intelligence is an important factor that decides whether a person can succeed, thus directly affects the person's mental health. People with high emotional intelligence, in meeting the demand of environment and has the ability to cope with stress, it is easier for him to succeed. He pointed out that, different from intelligence, emotional intelligence can, along with the development of the time, through training, planning and treatment, be improved. Therefore, it was a kind of competence.

The people who establish trait model held that emotional intelligence is the sum of a series of personality traits. Petrides (2001) defined emotional intelligence as “a collection of the personality traits rooted in the lower level of humanity and self perception ability”. Petrides believed that emotional intelligence includes social intelligence, cognitive intelligence, self consciousness and personality characteristics, and other factors. Through analyzing these factors, he aggregated the characteristics of 15 parts into four dimensions, namely emotional, social, self-control and well-being dimensions.

The above are the current mainstream theories of emotional intelligence. For subsequent scholars, no matter in definition or other aspects, their researches were all based on this theory, thus I give up listing one by one. Four definitions respectively explained the emotional intelligence from four sections, namely, emotional ability, blend mode, competency and personality traits. Though the four theoretical models are quite mature now, their interpretations of the emotional intelligence are largely different.

Table 2-1 Theory of Emotional Intelligence

Theoretical model	Definition	Characteristics
Capacity model Mayer(1990)	The individuals monitor their own and other people's emotions and feelings, and identify and use these information to guide their own ability	Strictly limit it in the emotional domain
Hybrid model Goleman(1995)	Display the competency form the four aspects, namely, self-consciousness, self-management, social awareness and social skills in effective ways.	Broadly contain specific social communication skills, such as optimism
Competency model Bar-on(1988)	Knowledge and ability of effectively dealing with a series of social emotions existed in the environmental requirements	Emotional intelligence is a kind of personal management ability, while social intelligence is a kind of relationship skill
Trait model Petrides(2001)	A collection of the personality traits rooted in the lower level of society and self perception ability	Include social intelligence, cognitive intelligence, self consciousness, personality characteristics and other factors

Domestic Connotation of Emotional Intelligence Structure

The real emotional intelligence researched at domestic started late. For the field of connotation and scale, most of the researched were based on the summary of the researches abroad, or simply doing an extension of the localization. We can divide the domestic emotional intelligence into ability orientation and mixed orientation.

Table 2-2 Definition Emotional Intelligence at Home

Modelcategory	Theresearchers	Definition
Ability orientation	Xu Yuan-li, Li Yifei (2000)	The ability of processing and processing emotional information and solve the emotional problems
	Xu Yuan-li, Guo De-jun, etc(2004)	The ability of processing and processing emotional information and solve the emotional problems
	Lu Jiamei (2005)	The personality and psychological characteristics required by the individual to successfully complete the mood or emotion activities
Hybrid orientation	Yang Jian-feng, Xu Xiaoyan (2003)	A kind of ability that could make one's body and mind more healthy, live with more happiness, study and work more productively and eventually leads to the success
	LingWen Quan, Zhang Huihua (2008)	(In view of the managers) the ability showed in the process of work and communication that one can understand and manage emotions and psychology and behaviors associated with emotions

About ability orientation, Xu Yuan-li, Li Yifei (2000) based on the definition of Goleman at the beginning, and combined the “object” and “operation” the two dimensions. “Object” consisted of introspection emotional intelligence, interpersonal emotional intelligence, ecological emotional intelligence, while “operation” was composed of the ability of perception and experiencing emotions, the ability of expressing and evaluating emotions and the ability of adjusting and controlling the emotions. Finally, the intelligence scale including 9 kinds of emotional intelligences was formed. By using this scale, we could measure the emotional intelligence. Later, Xu Yuan-li, Guo De-jun and Guo Chun-yan (2004) made improvement towards the nine-factor-emotional intelligence scale. On the original basis, they increased the content dimension, and the content dimension consisted of positive emotions and negative emotions forming the three-dimensional structure theory in which 18 kinds of emotional abilities could be found. Liu Jia-mei (2005) suggested that emotional intelligence belongs to the intelligence category, but it was different from general cognitive intelligence. He held that the operation of emotional dimension includes the following seven aspects, namely, intelligence includes observation, understanding, evaluation, foresee, experience, expression and regulation. While the object dimension, from you and me and him to understand one's emotions and other people's emotions. The above three definitions were all the explanation of emotional intelligence based practice. However, at present, the model established based on this theory bears strong subjective color, thus it is not good to use this model to make a definition of what is emotional intelligence. Besides, the standardization is not strong.

For mixed orientation, Xu Xiao-yan, Zhang Jin-fu (2003) referred to the emotional intelligence factors put forward by Bar-on (1997), and they interviewed and surveyed the students of Southwest Normal University, from which they have concluded the theoretical model of college students' emotional intelligence. Besides, they concluded that the emotional intelligence is one of the many

skills, and divided it into emotional awareness, emotional evaluation, emotional adaptability, emotional regulation forces, emotional expression. All these kinds of emotional intelligences are interlocking, which can be taken as the generating process of college students' emotions. The emotional intelligence theory put forward by Zhang Huihua(2008)mainly aimed to the administrators, includingthe four factors, namely, dealing with the relationship, emotions in work, interpersonal sensitivity, and emotional regulation.

Summary

Through the summary of the emotional intelligence theory at home and abroad, we find that both in domestic and abroad, the connotation of emotional intelligence seems to be clear. And the four major emotions theory model is widely used in the study of its causes and effects, but there are still differences exist among the theories of emotional intelligences under the researches of major theories. Differences and contradiction among the existing theoretical models of emotional intelligence are real (Cherniss, 2010).To different characteristics of emotional intelligence theory, there are people who accept not the concept of emotional intelligence, and also there are people who hold different ideas and embrace different definition of emotional intelligence(Salleh, 2014). There are also people who trying to find the definition to be proved best of the definitions of emotional intelligence (Matthews, 2006).Due to the fact that the theories themselves have different emphases,there are many obstacles for the subsequent measurementsand empirical studies. Therefore,it is urgent for us to integrate these theories (Chen Meng, 2012).

Acknowledgment

Fund Support:This study was supported by grants from the National Natural Science Foundation of China(71562021), the Social science planning project of Jiangxi Province (15GL14), and the Research project of Humanities and Social Sciences in Universities of Jiangxi Province (GL1559).

References

- [1] Bar-On R. The development of an operational concept of psychological well-being.Unpublished doctoral dissertation. Rhodes University, South Africa. 1988:324-330.
- [2] Cherniss C. Emotional Intelligence: Toward Clarification of a Concept[J]. Industrial and Organizational Psychology, 2010, 3(02): 110-126.
- [3] Goleman, D. Emotional intelligence. New York: Bantanm Books.1995:41-42
- [4] Mauno S R, Kinnunen U, Makikangas A, et al. Psychological consequences of fixed-term employment and perceived job insecurity among health care staff[J]. European Journal of Work and Organizational Psychology, 2007.
- [5] Mayer ID. Salovey P,Caruso D R. Emotional intelligence: theory, finding, and implications. Psychological Inquiry 2004.15(3):197-215.
- [6] Noor, Maya, Salleh, et al. Frontline Staff' s Emotional Intelligence and Creativity Impact on Job Performance[J]., 2014.

- [7] Petrides K V, Furnham A. Trait emotional intelligence: Psychometric investigation with reference to established trait taxonomies[J]. European Journal of Personality, 2001, 15(6): 425-448.
- [8] Thorndike E L. A constant error in psychological ratings[J]. Journal of Applied Psychology, 1920, 4(1).
- [9] XuYuan-li, Guo De-jun. Development Situation of the Researches about the Relationship between the Emotional and Cognition[J]. Journal of Psychological Science, 2004,01:241-243.
- [10] XuYuan-li, Li Yifei. TheoreticalConstruction of “9-Elements”-Emotional Intelligence and the Quantitative Study[J]. Journal of Xinyang Normal University (Philosophy and Social Sciences Edition), 2000, 02:47-50.
- [11] Yang Jian-feng, Xu Xiaoyan, Zhang Jin-fu. The Investigation of the Middle School students' Emotional Intelligence[J]. Journal of Southwest Normal University(Natural Science Edition), 2003, 04:650-654.
- [12] Zhang Huihua, LingWenquan,Fang Li-luo. Research Situation of “Emotional Work”[J]. Progress in Psychological Science, 2006,01:111-119.
- [13] Zhang Jun, Lu Jiamei.Empirical Study of Emotional Intelligence Structure[J]. Journal of Psychological Science, 2008, 05:1063-1068-57. 1025-1034
- [14] Zhu Renqi, Chen Xiaochun, Peng Liming. The Study on the Influence of Emotional Intelligence on the Mediation Utility of Work Pressure Utility in Job Performance Mechanism[J]. Journal of Statistics and Information BBS, 2013, 02:104-108.