

Research and Application of the Emotional Quotient in the Learning Process: A Case of Students Majoring in Japanese Languages at FPT University

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Abstract

Rather than just focusing on improving Intelligence Quotient (IQ), more and more people are focusing on balancing IQ with Emotional Quotient (EQ) as a solid foundation for future success. Many studies have found that the Emotional Quotient is far more important than the Intelligence Quotient in determining success, relationship quality, and overall happiness. People of all ages can improve their Emotional Quotient and live happier lives. The benefits of Emotional Quotients are validated and evaluated in this study. According to the results of the comparison, all people, regardless of age or socioeconomic status, need to learn to manage their emotions in order to lead more meaningful lives.

Keywords and Phrases: Advantages, Application, Emotional Quotient, Japanese language

1. Introduction

The emotional quotient (EQ) is frequently underestimated in comparison to Intelligence Quotient (IQ). However, many experts now believe that EQ is just as significant as IQ in determining success. A person with a high EQ can use intelligence and reason to moderate emotions and make better informed and objective judgments. Only 25% of effective leaders have an IQ above average. Many individuals will question where the success of the rest comes from. EQ is the fundamental success component in everyone's life and job, according to studies. A high-EQ leader is someone who gets along well with oneself and others, particularly those with whom they have frequent interaction at work.

The leader with a high EQ knows how to positively influence others by choosing the right solution in different situations and showing empathy for colleagues to improve employee engagement and support [2]. Experienced leaders are usually respected and followed by their employees. Furthermore, a good person is characterized not only by their level of education or their technical sophistication but as well as by their ability to regulate their emotions. Financial incentives aside, most of us work because leaders recognize and cultivate our best qualities.

However, we all know that acting without emotion is a challenge. Our daily decisions are all influenced by emotions. Negotiating a business investment is all about getting a nuanced feel for the partner — the feel for the people you'll be working with. Likewise, EQ seems to be indispensable in education.

2. Definition of Emotional Quotient

The ability to empathize with others is an essential feature of human social interaction and requires the ability to share feelings with others and to respond to the underlying reasons for those emotions. Empathy is defined as the ability to recognize the ideas and feelings of others (cognitive empathy) and the ability to respond to the feelings and thoughts of others with an appropriate emotion [1].

EQ stands for Emotional Quotient. A person with a high EQ can easily understand the personality and motives of others and consequently knows how to behave accordingly. EQ manifests itself in several crucial ways [5]. The first is empathy; High EQ people understand the emotions of others. The second trait is social skills; People with a high EQ are good at

communicating and inspiring and persuading others. The third characteristic is self-confidence; People with high EQ are aware of their current thoughts and feelings. Fourth, high EQ individuals can self-regulate their behavior in situations to be appropriate and positive.

3. Literature review

According to psychologists, IQ and EQ are manifested through six main skills that have a direct impact on current and future performance, including critical thinking, concentration skills, problem-solving (IQ-related), communication, collaboration skills, and emotional understanding (EQ-related).

Obviously, a high IQ allows us to think critically, focus, and solve problems effectively. However, if we don't have a high EQ, we'll have trouble finding our bearings, collaborating with friends and others, get worried easily, and lack confidence when confronted with strange or challenging new settings [2].

For these reasons, psychologists and educators believe that balancing IQ and EQ will help us grow thoroughly and achieve rapid success in the future. There is a connection between IQ and EQ and without a healthy emotional state, we cannot reach our full intellectual potential. As a result, the balance between IQ and EQ is crucial for overall personal growth [6].

However, in today's modern society, we spend so much time with electronic devices that we forget to talk, chat and play with each other. Currently, young people use digital gadgets far more than their allotted time, which could be detrimental to personal development [3].

4. Difficulties in controlling emotions

When individuals think about "emotional intelligence," they tend to focus on themselves. They define emotional intelligence as knowledge of one's skills, self-awareness, and emotional control. Many people believe that emotional intelligence is all about regulating ourselves, and how interacting with others [5].

Most of the EQ literature focuses on how people can exercise emotional intelligence for their benefit. Typical advice often follows the pattern: Explore the spiritual life to understand ourselves better, practice expressing empathy, then profit by gaining the trust of others or getting promoted in the work field.

People with low emotional intelligence or a complete lack of it, often make the mistake of focusing only on their personal feelings. As a result, they don't connect with the environment and the people around them. That always leads to unsatisfactory communication in one way or another [5].

People with high EQ know that, in addition to understanding their own emotions, it's also important to be aware of other people's emotions and how the environment around them affects those emotions.

Our emotional intelligence is part of a larger ecology. When team members seek feedback to better their job and eliminate errors, they contact their manager and other workers for assistance through an employee. They understand that they must please him and that his comments must be helpful for the problem to be handled, and vice versa.

Indeed, he had already lost credibility and trust with everyone in the group, and his troubles began to emerge. Applying the prevalent fallacy about emotional intelligence to this scenario, we might conclude that he has to reconsider himself and become more adept at dealing with people at work.

5. Methodology

The article compares the results we received from survey participants with those from previous articles that have examined the Emotional Quotient. Using information and participant retrieval methods such as Google Forms and Gmail.

We collected many different opinions about EQ from 60 students from FPT University faculties. The survey is designed with questions to ask about students' understanding of EQ through the chart and 5-point scale method. Through the survey, we understand the importance of EQ and why the university should care about student EQ.

6. Results and discussions

The results of the study showed that understanding types of intelligence are very important for college students. Especially as the world begins to enter the age of connection via the Internet, people should think about controlling their own emotions in order to better empathize and share with others.

The essence of balancing intellectual, emotional, and spiritual intelligence in education is a form of self-improvement. Students' future wealth is influenced by their self-esteem [1]. The university environment is one where many students come from many fields, hence the university can be seen as a center of the connection between the cultures of each location. In this case, when working in groups, participants have different perspectives or may not be able to accept other students' solutions.

As a result, most students feel that learning to manage their emotions will drastically minimize conflict in school and improve job performance [5]. Not only does it build on recognizing their emotions and taking control, but as students become more engaged with their feelings, they will also become more engaged with the feelings of others. This not only helps to avoid unnecessary friction in day-to-day communication but also helps to build and maintain relationships (Figure 1).

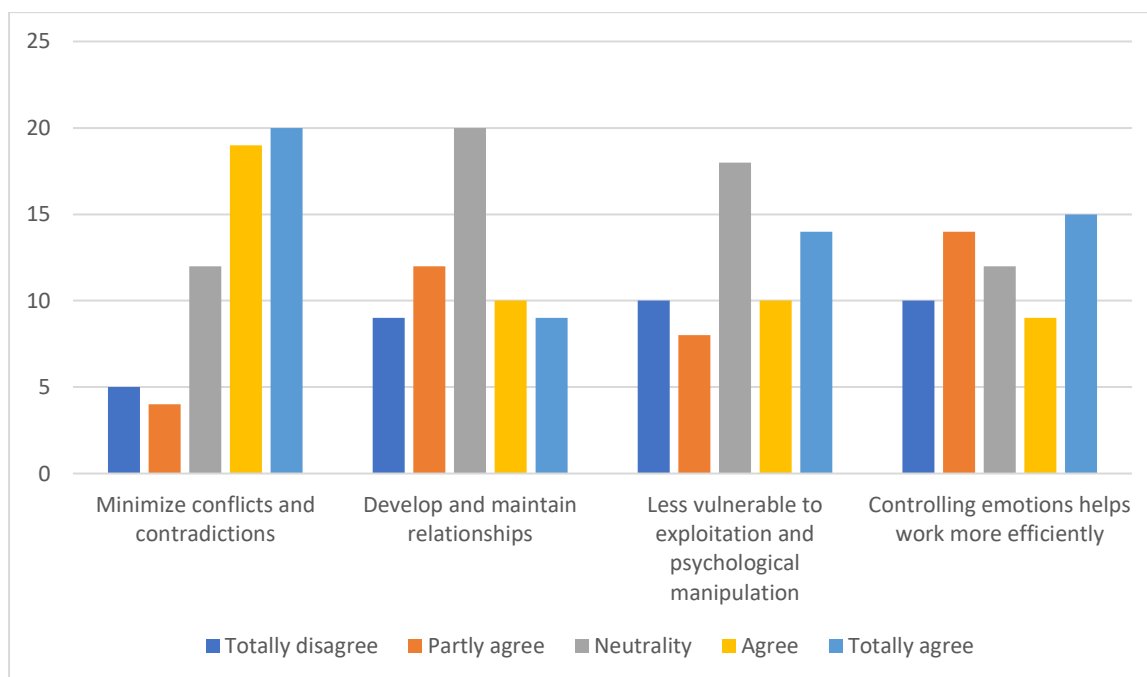


Figure 1: The importance of Emotional Quotient

The term intelligence quotient (IQ) was mentioned in the 1917 book by British researcher Francis Galton. And for a long time, many people only focused on IQ and forgot many other types of intelligence. For example, the Emotional Quotient (EQ), and Adversity Quotient (AQ). Therefore, most students still take a neutral position when asked about the importance of emotional intelligence.

As a result, we should not underestimate any type of intelligence. Because EQ always supports IQ to help individuals solve problems more smoothly. And for bigger difficulties, AQ comes into play, designed to help people overcome challenges. And the Adversity Quotient (AQ) is a measure of determination and intelligence published in 1999 by

psychologist Paul G. Stoltz (USA)[11]. Therefore, adding knowledge about types of intelligence should be an important factor in organizing teaching in schools, not just universities (Figure 2).

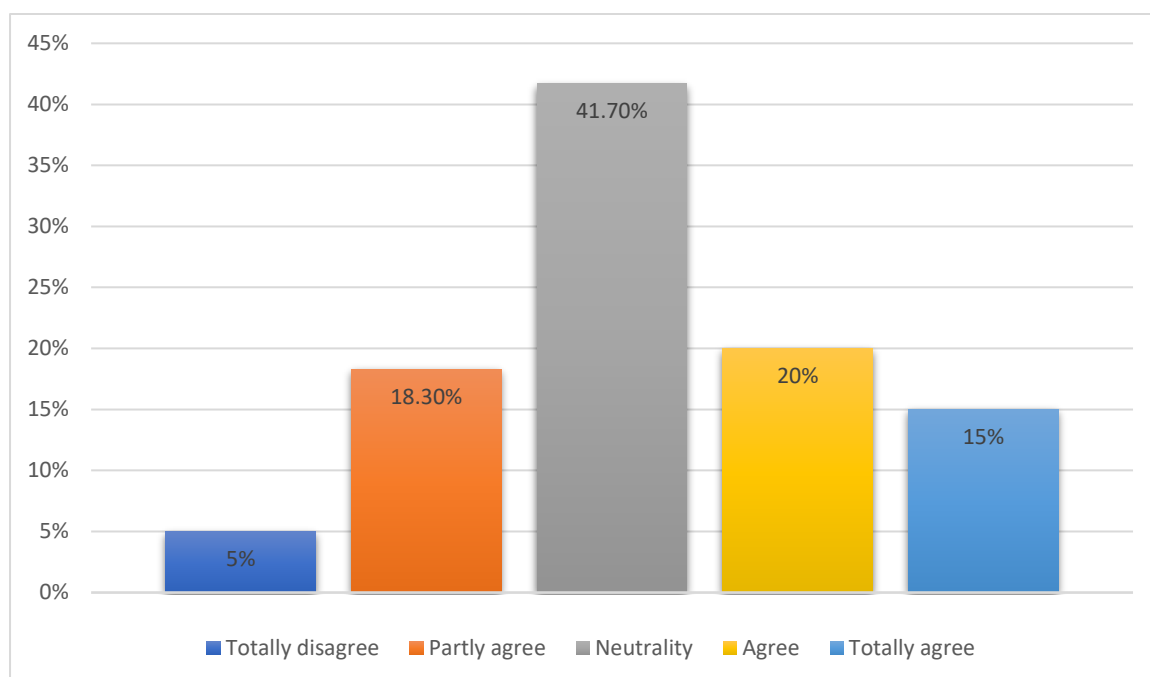


Figure 2: Emotional Quotient (EQ) is often not as important as intelligence quotient (IQ)

In summary, as indicated by the survey results, we were able to conclude that emotional regulation of the self is not only beneficial to us. It also helps those around us to feel sympathy and concern. Moreover, developments in other types of emotional and intellectual intelligence will help individuals become more successful.

7. The benefits of controlling emotions in the teaching process

According to a survey of 3,600 mothers in 6 Southeast Asian countries (Vietnam, Singapore, Thailand, Indonesia, the Philippines, and Malaysia) conducted by LightSpeed Singapore, up to 90% of mothers also think EQ is important. As a result, we need both for future success.

Another excellent strategy for parents to follow their children on the path of IQ and EQ development is to provide circumstances for ourselves to engage in age-appropriate skill courses and collectively promote creativity in team-based environments.

Excitement, pressure, disappointment, and anger are emotions that everyone has experienced or is experiencing in the process of working. However, as leaders, and managers, harmonizing and mastering their own emotions is an important factor for success. Good regulation and control of emotions are not easy. A manager possessing good emotional intelligence will be an important key in building a strong working environment, as well as motivating employees to work more effectively.

Leadership studies also support the above findings that emotional regulation is a prominent skill not only for athletic coaches but for great leaders as well. Accordingly, one of the criteria of a strong leader is the ability to control and influence the emotional state of everyone in the organization. A leader needs to be someone who inspires and gives confidence to their employees to maintain work motivation and cope well with difficulties and challenges. And to do that, they first need to know how to regulate their own emotions well [9].

The benefits of situational reappraisal are also supported by research on interactions between bosses and employees. One study found that when delivering bad news, bosses who choose to reevaluate help their employees better manage their emotions.

Conversely, employees react violently when they receive bad news and have a less compassionate attitude when their boss hides their true feelings [2].

For teaching, teachers are classroom managers, emotional suppression needs to be nurtured. Only when we do this well can we teach well and bond relationships more effectively.

8. Recommendation

Emotional intelligence (EQ) is the ability to understand, control, and express one's emotions. This is an important skill that has a significant impact on the quality of work and life for each of us. Emotional intelligence also affects our engagement and navigation in interactions with others.

While IQ seldom varies over time, EQ can be learned and improved at any age or in any setting. That's because EQ abilities, like any other talent we learn, may be practiced daily to become a part of our thinking, but more importantly, our awareness. Therefore, if we learn to better identify our emotions, we will impress many others and be able to live more harmoniously with others.

EQ or soft skills are more important than technical skills in determining if a leader is a talent or just someone who fills a specific role. People who have received EQ training have improved job performance and better relationships with people. Years of research have shown that organizations whose leaders have strong EQ skills have lower turnover rates, higher productivity, and happier and more engaged employees [8].

Vietnamese in general are people who are constantly learning but lack new skills and knowledge. This is a major plus as Vietnam's economy is capable of exponential growth. With a desire to learn EQ skills, they gain additional benefits in acquiring a business and technical skills.

Also, the first thing in the methodology is to accept our emotions as part of our lives, we should embrace them and use them to our advantage. Second, emotions contain information or knowledge about situations, people, or ourselves that we should draw on to support thinking. Third, we also have to admit that it takes more than just technical or intellectual ability to excel it also takes EQ, or what is often referred to as the human ability to make a difference [7].

The usefulness and effectiveness of the EQ course are not limited by the professional experience of the students, since emotions are a factor that is always present in every human being. The reward is for those who are acutely aware that emotion is an internal issue that needs to be inspired and harnessed in collective leadership [4].

For a person to be successful at work, factors such as knowledge, intelligence, and vision must be mentioned. But what sets the world apart from the most successful leaders is emotional intelligence, or the ability to identify and regulate the emotions of ourselves and those around us [3].

Today, companies often promote candidates with emotional intelligence and push their employees to hone this skill, because numerous studies have shown that people with good emotional intelligence are performance will be higher [1].

The first is self-knowledge. Having a high EQ is like knowing the shortcut to success. Self-awareness is the ability to regulate emotions. It helps us see how we're feeling and whether those emotions are helping or sabotaging what we're doing [3]. Every moment is an opportunity for us to practice self-knowledge. One of the keys is acknowledging our weaknesses. For example, when we are struggling with an assignment at work. To be honest what skills do we need to improve to be successful. We should also be aware of situations and events that take place in everyday life. When we experience failure, identify the reasons why and don't ignore clues about how we were feeling at that moment [6].

The second is self-government. Self-management is the ability to keep our broken and impulsive emotions under control. This is an essential skill for leaders, especially in situations where they need to keep calm to reassure employees in a crisis.

This is the ability to remain calm under pressure and bounce back quickly from difficulties. Knowing how to balance our emotions for ourselves and others or a specific mission, mission, or vision. People with this trait are often very agile and flexible in the face of change and uncertainty. We can quickly find new solutions to challenges while balancing multiple needs. They love hearing about their performance and are always looking for ways to improve things. These are people who always see the good and the positive in everything. This is an incredibly valuable trait that builds resilience and sets the stage for innovation and growth opportunities.

To develop an important self-management skill, it is wise not to panic or brood when difficulties arise. Take a deep breath and control our emotions. Also, accept that there will always be unexpected changes and challenges in life. We must try to understand the context of the situation and adjust our strategy or priorities based on what is most important at the time [6].

The third is the social cognitive ability. This ability is manifested through accurately reading and interpreting the emotions of others, primarily through nonverbal cues. Leaders with good social awareness are good listeners, communicate effectively, and can work with different types of people. Empathetic people are always attentive to those around them and take the time to listen and share the other person's feelings. The possessor of this skill can easily read the lines of emotions and motivations within a group or organization. Sometimes they can even predict how someone in the group might react in certain situations, allowing them to approach situations strategically [3].

The first and most important factor in good social awareness is good listening. Don't always do the talking, ask questions and instead listen to the people around. Also, let go of prejudice and put ourselves in someone else's shoes. When we do these things, we better understand what the other person is going through and are less likely to judge or resent [1].

Next comes the ability to manage relationships. Relationship management is a skill that enables a person to act in ways that motivate, inspire, and harmonize with others; while cultivating important relationships. If we are negative people, we will find it difficult to maintain long-term relationships. Instead of focusing on the worst, try to see ourselves as an agent of positive change. We must take care to maintain old relationships and develop new ones, this will be very beneficial for our life and career [10].

9. Conclusions

A lot of evidence shows that people who see problems as a challenge rather than a threat are more focused on the task at hand and figuring out what to do next. It will be a mental boost that will help them face and be prepared for challenges. Conversely, when viewed as a threat, it decreases motivation and positive expression at work and also increases stress levels in dealing with this issue. When our stress levels are high, the quickest way to get back in shape and reassess the situation is to take a deep breath and calm down very quickly with just one inhale and exhale. When we have more time, make it a habit to breathe evenly so that we remain calm in any situation.

LIMITATIONS

The article has many limitations and will be completed shortly.

CONFLICT OF INTERESTS

No conflict of interest is noted in the paper

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