



CHARACTERIZATION OF EMOTIONAL INTELLIGENCE IN LEADERSHIP MEASURES

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Abstract: The article deals with the history of the creation and justification of the concept of emotional intelligence. The article also extensively covers issues such as the structure of emotional intelligence, emotional intelligence and personality, the conditions for the development of emotional intelligence, the relationship of general intelligence with emotional intelligence and emotional competence. The importance of emotional intelligence in the activities of the internal affairs bodies is shown.

Keywords: Emotion, personality, emotional intelligence, general intelligence, self-esteem, emotion control, psyche, emotional competence, empathy, frustration, personality skills, social skills, interpersonal relationships.

Emotional intelligence (EI) is a person's ability to understand, control, and effectively manage their own emotions and the emotions of others. To be a successful leader, it is not enough to have only professional knowledge and experience, it is also very important that the EU is at a high level. Regarding who first introduced the concept of "emotional intelligence," this idea began to spread widely in the scientific community in the 1990s. The term "emotional intelligence" was first introduced in 1990 by psychologists Peter Salovey and John Maer. They described it as "the ability to understand and manage emotions." But it was the American psychologist and journalist Daniel Goleman who popularized the idea, introduced it to a wide audience, and made it famous. In his book "Emotional Intelligence," published in 1995, he conveyed this concept to a large audience. According to Daniel Goleman, author of scientific research and books on emotional intelligence and one of the leading experts in this field, "today, the ability to manage emotions is necessary to create connections and understanding in virtual space, which is as important as professional knowledge in the era of the rise of digital technologies and remote - online work."

Emotional intelligence gives managers of internal affairs bodies the following opportunities: firstly, effective communication with employees, secondly, solving problems with emotional intelligence, thirdly, improving motivation and the work environment, fourthly, maintaining calmness in stressful situations, fifthly, it is important to form trust and mutual respect in the work team. According to Goleman, high emotional intelligence is a common characteristic of effective business leaders. He argues that without emotional intelligence, a leader can possess unlimited energy and ideas, intelligence and logical intelligence, and effective competence, but can remain ineffective and boring. "The most effective leaders have one common feature, they all have a high level of emotional intelligence," says Daniel Goulman[1].

Leaders with high emotional intelligence, as a rule, understand the needs of others well, are able to lead effectively, and create a positive atmosphere in the team. Emotional intelligence (EI) is a person's ability to understand, manage, correctly understand their own passions and

the emotions of others, and effectively interact with them. This ability is of great importance in the field of internal affairs.

In the system of internal affairs bodies, the importance of emotional intelligence is very important. Internal affairs officers often work in stressful and dangerous situations. Employees with high emotional intelligence should: firstly, be able to control their emotions, secondly, make calm and correct decisions in various situations, and thirdly, solve problems peacefully, without threatening colleagues and citizens when faced with stress. Emotional intelligence makes it easier to listen to citizens and treat them correctly, helps resolve conflicts peacefully, and creates a good atmosphere in the community.

Empathy is the ability to empathize with the feelings of others. This ability helps internal affairs bodies gain trust among citizens, facilitates communication with victims, and helps to act in investigative processes taking into account a person's mental state. For employees in leadership or leading positions, emotional intelligence helps to effectively manage the team, inspire and support employees, and correctly receive criticism and assessments.

Employees with high emotional intelligence make impartial and fair decisions, respect human rights, and adhere to professional ethics, not based on personal feelings.

The 5 main components of emotional intelligence are:

1. Self-awareness is understanding who you are, what you feel, and why you feel this way.
2. Self-control - controlling your emotions, avoiding impulsive actions.
3. Motivation is an inner striving, strength, patience, and hope for achieving a goal.
4. Empathy is understanding the feelings of others, understanding their point of view.
5. Social skills - effective communication, cooperation, establishing and maintaining relationships.

The ability to understand emotions means a person's recognition of emotions, that is, the ability to determine the truth of having emotional experience in themselves or another person; it is precisely the ability to determine emotions, that is, to find out what emotions they or another person are experiencing and their verbal expression, and to understand the causes that caused these emotions and what consequences they will lead to. The ability to control emotions means that a person can control the intensity of emotions, primarily by suppressing (suffocating) excessively strong emotions; control the external expression of emotions; and, if necessary, involuntarily evoke certain emotions in themselves[2]. An effective leader must possess not only intellectual knowledge, but also emotional stability, empathy, and communication skills. Leaders of different ages participated in the research, and the results indicate that people with high emotional intelligence lead more successfully.

The relevance of emotional intelligence in modern society lies in the fact that modern society is subjected to many stress factors, including the rapid pace of life, high demands for professional skills, social changes, and the ever-increasing amount of information. All this, naturally, creates a need for new skills in managing emotions and communicating with others. Research shows that a high level of emotional intelligence contributes to better adaptation to such conditions. For example, according to data published by the Gallup Institute, which specializes in social surveys, people with high levels of emotional intelligence are 32% less likely to experience depression and 50% more likely to express high levels of life satisfaction. The reason for this is that a high level of emotional intelligence increases stress resistance and helps to build deeper and more meaningful relationships with others.

Currently, emotional intelligence has become a necessary requirement, especially in the corporate environment. Employers view it as an important tool for increasing productivity, reducing stress, and improving teamwork. [3].

Here's a related example: in some Japanese companies, if a worker comes to work in a bad mood and sick, they either talk to them, provide psychological support, or send them home. After all, the low mood and depression of one employee negatively affects the mood and quality of work of employees throughout the enterprise. In Western corporate office culture, special attention is paid to emotional communication between management and employees. In the process of giving tasks or orders to employees, the level of emotional intelligence of the manager and employee is taken into account.

In a team that focuses on emotional intelligence, the likelihood of conflicts arising between employees decreases. Employees with high emotional intelligence better understand the causes of their own and others' feelings, which allows them to avoid emotional outbursts and solve problems constructively. Such employees also contribute to the creation of an ideal work environment, which is more harmonious and where the support of the team is felt. This is especially important in situations of high pressure and stress, in which the emotional stability of the team plays a decisive role.

Emotional intelligence also helps improve employee motivation and engagement. People with high emotional intelligence better cope with stress in the work environment and during task completion, maintain a positive mood, and maintain a high level of energy throughout the workday. They can also encourage colleagues and support them in difficult times, which increases overall productivity and job satisfaction. Ultimately, highly motivated, enthusiastic, and hardworking employees lead to improved team performance and easier achievement of set goals.

In 1990, Peter Salovey and John Maer jointly defined the concept of emotional intelligence in a scientific article. They defined emotional intelligence as "a person's ability to understand their own feelings, manage them, and understand the feelings of others." Their work laid the foundation for the scientific study of emotional intelligence and stimulated research on this topic[4].

Emotional intelligence is important not only for employees, but also for managers. Emotional intelligence abilities of business bosses - their mutual trust determines the ability to build strong relationships (because the coefficient of management with intimidation and threats is low and temporary), influence others, communicate and get out of conflict situations, and ultimately determine the quality and results of work. This characteristic distinguishes them from their past colleagues who preferred autocratic approaches.

Emotional intelligence not only helps people reduce the burden of responsibility at work, but also affects the quality of personal relationships. People with a high level of emotional intelligence are more prone to empathy, which helps them better understand the feelings and needs of their partners. As a result of such an approach, the probability of various conflicts and misunderstandings arising in various formats of interaction (between couples and families, friends and relatives, neighbors, etc.) decreases. According to some sociological studies, couples with a high level of emotional intelligence are less likely to face serious conflicts, which, in turn, reduces the risk of divorce by almost 35 percent.

In conclusion, the ability to manage one's own emotions and understand the feelings of others is of great importance for a person's success in all spheres of life and satisfaction with their

lifestyle. Undoubtedly, a scientific approach to emotional intelligence and its effective application in life and work will help solve many pressing problems of our time.

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