

# Role of Emotional Intelligence (EI) & Neuro-Linguistic Programming (NLP) in Improving interpersonal Skills: A Review

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## I. INTRODUCTION

Emotional Intelligence (EI) and Neuro-Linguistic Programming (NLP) are imperative in today's corporate world. There is a growing importance of comprehensive analysis in the corporate sectors to support decision making. Insights on emotional intelligence helps guide thinking and behaviour to adapt to dynamic environments, ensuring accomplishment of the organisation's goals. The use of EI and NLP also allows strategic and efficient administration. Human resource management is now assuming a greater role to strategic business partners. Successful companies realize that true competitive advantage lies in their people. The aim of this review article is to compare the role of Emotional Intelligence and Neuro Linguistic Programming in improving interpersonal skills and building up the organizational capabilities, paving the way to business excellence.

## II. INTERPERSONAL SKILLS

Interpersonal skills include a wide range of skills, including the ability to control and manage emotions. Interpersonal skills are the foundation for success in life. Perhaps the most important overarching personal skill is developing emotional intelligence. People with strong interpersonal skills tend to work well with other people, including in teams or groups, formally and informally. They communicate effectively with others, whether family, friends, colleagues, customers or clients. They also have better relationships at home and at work.

## III. EMOTIONAL INTELLIGENCE

Emotional Intelligence (EI), is the capability of individuals to recognize their own emotions and those of others, discern the difference between feelings and label them appropriately. It's also about recognising the emotional states of others and engaging them with acceptable ideas, creating mutual safety, enforcing trust, and confidence. Improving one's emotional intelligence will help in all areas of interpersonal skills.

Daniel Goleman, the author of a number of books on emotional intelligence, identified five key areas, three of which are personal, and two interpersonal.

- The personal skills are self-awareness, self-regulation, and motivation. In other words, the first steps towards understanding and managing the emotions of others is to be able to understand and manage one's own emotions.
- The social skills are empathy and social skills. These mean understanding and feeling for others, and then being able to interact effectively with them.

Emotional Intelligence has been linked to success in life, as it facilitates efficient coordination within and with others.

## IV. NEURO-LINGUISTIC PROGRAMMING (NLP)

Neuro-Linguistic Programming (NLP) has been utilized extensively in professional development and personal development, particularly in the domains of executive coaching and life coaching. There have also been many short courses on EQ designed at improving work life balance.

Developed in the 1970s, Neuro-Linguistic Programming (NLP) is a concept that explores how we perceive ourselves and the world around us. It is a distinctive approach to psychology. It scrutinizes patterns of behaviour and thinking of successful people.

In very simplistic terms NLP is an enhanced form of 'brain training'. Applied effectively, NLP enables the brain to automatically respond to real-world stimuli and situations, acknowledge that aspects can be changed in order to create improvements and suggests the most practical and effective technique for doing so. It helps in unlocking personal potential and improving performance by removing the psychological barrier like fear of failure. NLP helps create a 'safety net' that allows one to perform outside the perceived comfort zones, leading to better performance.

*NLP can be explained by dividing the term into its core elements:*

- Neuro is the brain and the central nervous system along with the '5 senses' which are responsible to capture the subjective experience. Everyone's subjective experience is different. Individual subjective experience introduces one to an internal state which reflects in their physiology and

behaviour. If the behaviour is right, one will achieve goals and visions.

- Linguistics is about how one codes thoughts in the form of a language. The success in life depends on one's efficiency in communication using verbal and non-verbal language.
- Programming is about how an individual programs the brain to enhance its potential to achieve one's goals.
- Neuro-Linguistic Programming tackles communication from a nuanced perspective, incorporates the benefits of developing interpersonal skills with emotional intelligence, it includes principles that identify and utilise compelling language patterns to embolden employees, especially the non-verbal sides of communication.

Psychology is everything that is cognitive. NLP becomes arduous and as level of consciousness gets raised. It is only EQ (Emotional Quotient), which goes through maximum depth of psyche. If consciousness is raised, EQ is also raised.

*Emotional Intelligence (EI) & Neuro-Linguistic Programming (NLP):*

Emotional Intelligence is very simple: some people are good with people, are self-aware, able to manage their emotions and for others this is a challenge. There is much written about 'what' Emotional Intelligence is and 'why' it's important, but less about 'how' to develop it – this is where Neuro Linguistic Programming (NLP) comes in to offer us tools, techniques and a mindset that is easy to understand and use in becoming more emotionally intelligent.

NLP and EI may have around 20% overlap or common topics. Exploring the key areas of EQ, one can see how aligned each area is with its corresponding NLP components:

A. *Self-Awareness:* Learn how one's habits of a lifetime formulate the self-identity. Learn the key personal development distinctions that enable one to become aware of why react to life situations, and how to respond instead.

B. *Self-Motivation:* Learn about one's ideals and values and how to have them, not be had by them. Learn about what is truly meaningful and therefore important, and what to do about it. Identify true intrinsic motivational strategy and freedom from being compelled by others' expectations.

C. *Self-Management:* Learn and grow through self-management and mastery. Learn the Well-Formed Outcome goal setting, and conversational alignment model. Learn how to release yourself and others from the past and develop new patterns and potentials for a life of possibility, not one of probability.

D. **Interpersonal Skills:** Learn the art and skill of listening and supporting others. Learn how to establish a favourable rapport with other people. Inculcate the practice to observe and read the spoken, verbal and semantic space of the communication of others; to be able to ask deeply significant and transformational questions. Learn to meet people in empathy and beyond empathy, in pre-sensing the moment with an open mind, heart and gut.

## V. CONCLUSION

Emotional Intelligence and Neuro-Linguistic programming is almost a necessity in today's highly connected business world. NLP is a package of how various people have achieved excellence in their life by using certain strategies.

Emotional Intelligence deals with emotions and temperaments. It also deals with understanding self, mindfulness, understanding others and managing others with better social skills. However, everyone needs to decide for themselves, what they would like to be empowered with, first. Both concepts are extremely important at application level in day-to-day life.

It is important to learn a skill which will make a significant difference in an individual's life, by increasing one's own efficiency and effectiveness as well as that of one's organization.

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