



**(EMOTIONAL INTELLIGENCE)**

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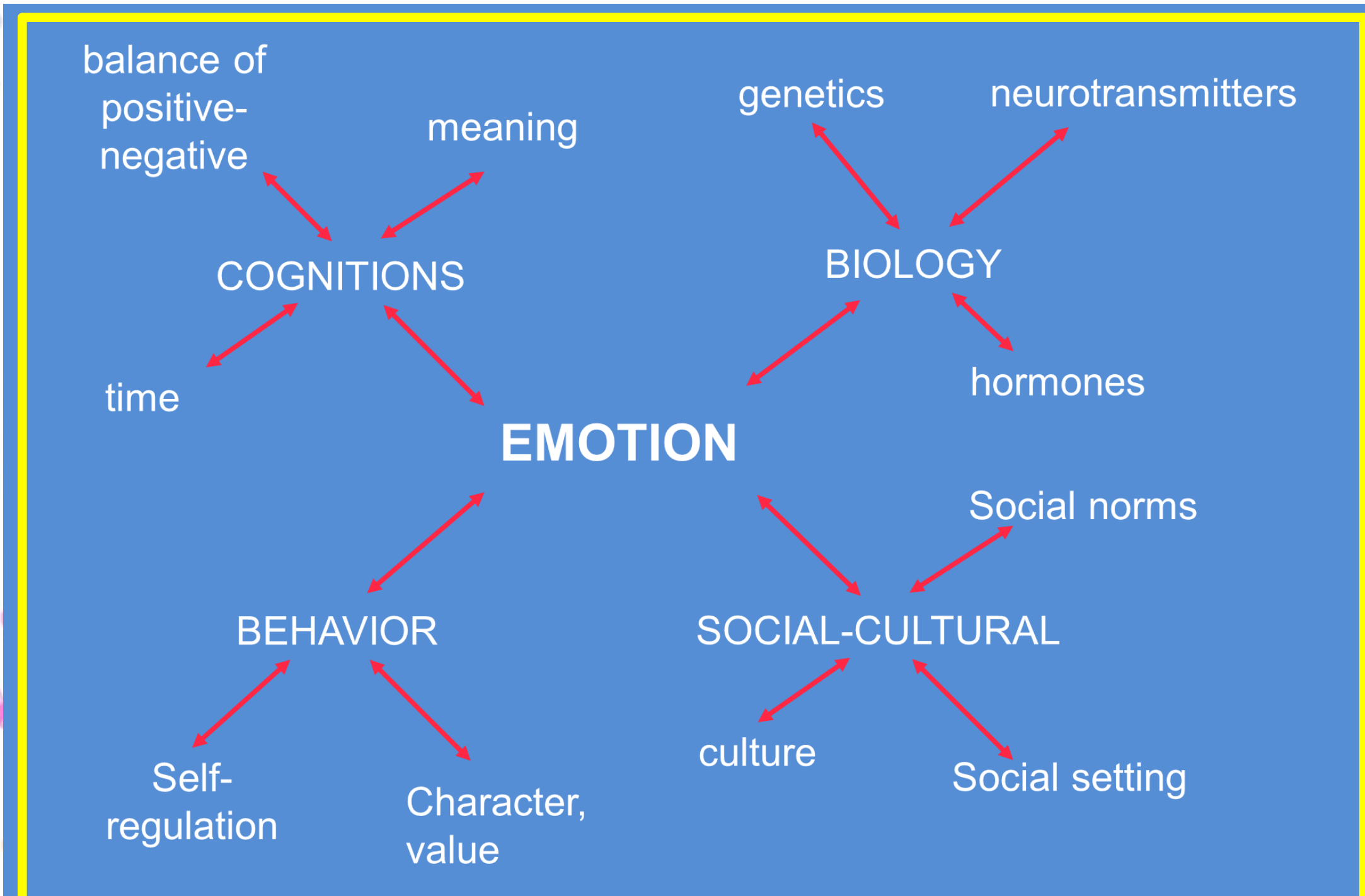


**04**

## **KEBIJAKSANAAN EMOSI**

<https://www.youtube.com/watch?v=srhpVu2zklg>

# DEFINISI DAN KOMPONEN EMOSI



Emosi adalah **perasaan seperti kegembiraan, kebahagiaan, ketakutan, kemarahan, kebencian atau kesedihan** yang dicetuskan oleh interaksi individu dengan individu lain, keadaan atau persekitaran.

la merupakan satu fenomena subjektif yang mengandungi maklumat yang begitu unik. Ia boleh mempengaruhi pengalaman sosiologi dan psikologi seseorang

# 4 EMOSI UTAMA....



- ❑ **Kegembiraan** adalah keadaan emosi yang dicirikan oleh perasaan seronok dan bahagia. Kegembiraan melibatkan emosi positif dan keceriaan
- ❑ **Kesedihan** adalah kesakitan emosi yang berkaitan dengan perasaan kekurangan, kehilangan, putus asa, duka, tidak berdaya, kecewa atau dan sedih. Kesedihan yang teruk dan berterusan digambarkan sebagai kemurungan
- ❑ **Kemarahan** adalah emosi negatif yang melibatkan tindak balas yang tidak selesa atau permusuhan yang wujud akibat daripada provokasi, kecederaan atau ancaman yang dirasakan. Kemarahan berlaku ketika seseorang merasakan batas peribadi mereka sedang diceroboh
- ❑ **Ketakutan** merupakan pergolakan emosi yang berlaku disebabkan oleh sesuatu yang bahaya, menyakitkan, merisaukan dan membuatkan panik. Ketakutan yang teruk dan berterusan boleh menyebabkan kebimbangan, fobia dan kehilangan rasa keberanian serta keyakinan



## DEFINISI KEBIJAKSANAAN EMOSI

Goleman (1998):

“...kecerdasan emosi adalah **kemampuan untuk mengawal dan mengelolakan diri sendiri dan orang lain** dari aspek perasaan, emosi dan tingkah laku. Ia juga merupakan tindakan dan kepintaran untuk mengubahsui sesuatu tingkah laku bersesuaian dengan masa dan keadaan.”

Menurut Mayer dan Salovey (1997), kecerdasan emosi mendefiniskan sebagai **keupayaan untuk mengawal emosi diri dan orang lain**, untuk membezakan antara emosi tersebut dan untuk menggunakan kefahaman itu untuk memantau pemikiran dan tindakan diri.

Cherniss dan Adler (2000) The ability to **identify and understand one's own emotions and the emotions of others**, and to use that information to guide thinking and action to successfully interact with people and situations

# DEFINISI KEBIJAKSANAAN EMOSI

Nelson dan Low (2003) mendefinisikan kecerdasan emosi sebagai satu kombinasi kemahiran dan kebolehan untuk (i) **mengenal diri** dengan tepat, berasa nilai diri dan sanggup berkelakuan secara bertanggungjawab sebagai seorang yang bernilai dan bermaruah; (ii) **membina dan mengekalkan berbagai perhubungan** yang sihat, kuat dan berkesan; (iii) **berhubung dan bekerjasama dengan baik** dengan orang lain; (iv) **menguruskan keperluan dan tekanan harian** dengan berkesan.

Gilles (2020) To be an emotionally intelligent person you need to exhibit two qualities on a consistent basis.

- ✓ First, you need to be able to **make sense of your own feelings** and be **able to express** those feelings to another person in a clear and understandable way.
- ✓ Second, you need to be **able to accurately read the emotional** cues that others convey (both verbal and non-verbal) and then **be able to respond appropriately** to those feelings.

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4.1

## KEBIJAKSANAAN EMOSI : MODEL KOMPETENSI GOLEMAN

<https://www.youtube.com/watch?v=MepJp7KpaH4>

# DEFINISI KEBIJAKSANAAN EMOSI



	Recognition	Regulation
Personal Competence	<p><b>Self-Awareness</b></p> <ul style="list-style-type: none"> <li>• Self-confidence</li> <li>• Awareness of your emotional state</li> <li>• Recognizing how your behavior impacts others</li> <li>• Paying attention to how others influence your emotional state</li> </ul>	<p><b>Self-Management</b></p> <ul style="list-style-type: none"> <li>• Keeping disruptive emotions and impulses in check</li> <li>• Acting in congruence with your values</li> <li>• Handling change flexibly</li> <li>• Pursuing goals and opportunities despite obstacles and setbacks</li> </ul>
Social Competence	<p><b>Social Awareness</b></p> <ul style="list-style-type: none"> <li>• Picking up on the mood in the room</li> <li>• Caring what others are going through</li> <li>• Hearing what the other person is “really” saying</li> </ul>	<p><b>Relationship Management</b></p> <ul style="list-style-type: none"> <li>• Getting along well with others</li> <li>• Handling conflict effectively</li> <li>• Clearly expressing ideas/information</li> <li>• Using sensitivity to another person’s feeling (empathy) to manage interactions successfully</li> </ul>



# KOMPETENSI KEBIJAKSANAAN EMOSI

Category	Personal Competencies (Self)	Social Competencies (Other)
Recognition	<b>Self-Awareness</b> (it includes three sub-competencies) <ul style="list-style-type: none"><li>● Emotional self-awareness</li><li>● Accurate self-assessment</li><li>● Self-confidence</li></ul>	<b>Social Awareness</b> (it includes three sub-competencies) <ul style="list-style-type: none"><li>● Empathy</li><li>● Service orientation</li><li>● Organizational awareness</li></ul>
Regulation	<b>Self-Management</b> (it includes six sub-competencies) <ul style="list-style-type: none"><li>● Emotional self-control</li><li>● Trustworthiness</li><li>● Conscientiousness</li><li>● Adaptability</li><li>● Achievement drive</li><li>● Initiative</li></ul>	<b>Relationship Management</b> (it includes eight sub-competencies) <ul style="list-style-type: none"><li>● Developing others</li><li>● Influence</li><li>● Communication</li><li>● Conflict management</li><li>● Visionary leadership</li><li>● Catalyzing change</li><li>● Building bonds</li><li>● Teamwork and collaboration</li></ul>



**3.2**

**PENILAIAN KENDIRI : KOMPETENSI KEBIJAKSANAAN  
EMOSI**

# 5 SIGNS OF EMOTIONAL EXHAUSTION



Matta (2020) feelings that you are overextended and exhausted by your work.

- ❑ **NEGATIVE FEELINGS:** Frustration and irritation at work are common when you're emotionally exhausted. Your frustration might be focused on parts of the job, co-worker behavior, or job politics and bureaucracy.
- ❑ **FEELING PRESSURED AND OUT OF TIME:** When we're emotionally exhausted we don't have the resources to handle the pressures of the job. You might find yourself feeling pressure to succeed, without time to finish your work or do a good job or without time to plan for your day and proactively deal with work demands.
- ❑ **NEGATIVE THOUGHTS:** Our thoughts are closely linked to our feelings. When we're feeling bad, we're also often thinking negative thoughts. Thinking "I'm alone," **having overly judgmental thoughts** towards your co-workers or the organization or **thinking harsh thoughts about yourself** are all common signs of emotional exhaustion. Thoughts that "I shouldn't have to deal with this" "this is unfair" or "my coworkers/supervisors/management are incompetent" are judgmental thoughts that might be a sign of emotional exhaustion.
- ❑ **STRAINED RELATIONSHIPS:** Feelings of isolation and negative thoughts about coworkers, supervisors and administrators can leave you with strained relationships at work, adding to feeling isolated and unappreciated.
- ❑ **COUNTERPRODUCTIVE WORK BEHAVIORS:** When you're emotionally exhausted, you may feel drained or depleted and find that you are more emotional at work. When you're emotionally exhausted, you may lose the ability or desire to resist temptation. As a result, you may end up acting in ways you otherwise wouldn't. Do you find yourself acting in ways that undermine your colleagues or the company for which you work? Examples might include anything from stealing, or fraudulent behavior to purposeful tardiness and avoiding safety measures.



**05**

**KOMPETENSI PERIBADI : DIMENSI KESEDARAN  
KENDIRI**



## **KESEDARAN KENDIRI** ialah

- Menyedari apa yang kita rasa
- Memahami punca penyebab kepada perasaan kita
- Mengenalpasti bagaimana perasaan kita mempengaruhi pemikiran kita (dan sebaliknya), keputusan dan tingkah laku
- Memahami emosi, pemikiran dan tingkahlaku kita mempengaruhi prestasi serta memberi kesan kepada orang di sekeliling kita samada di rumah dan tempat kerja

Research suggests that **when we see ourselves clearly**, we are **more confident** and **more creative**. We make **sounder decisions**, build **stronger relationships**, and **communicate more effectively**. We're less likely to **lie, cheat, and steal**.

Tasha Eurich, 2018. *Managing Yourself*, HBR.



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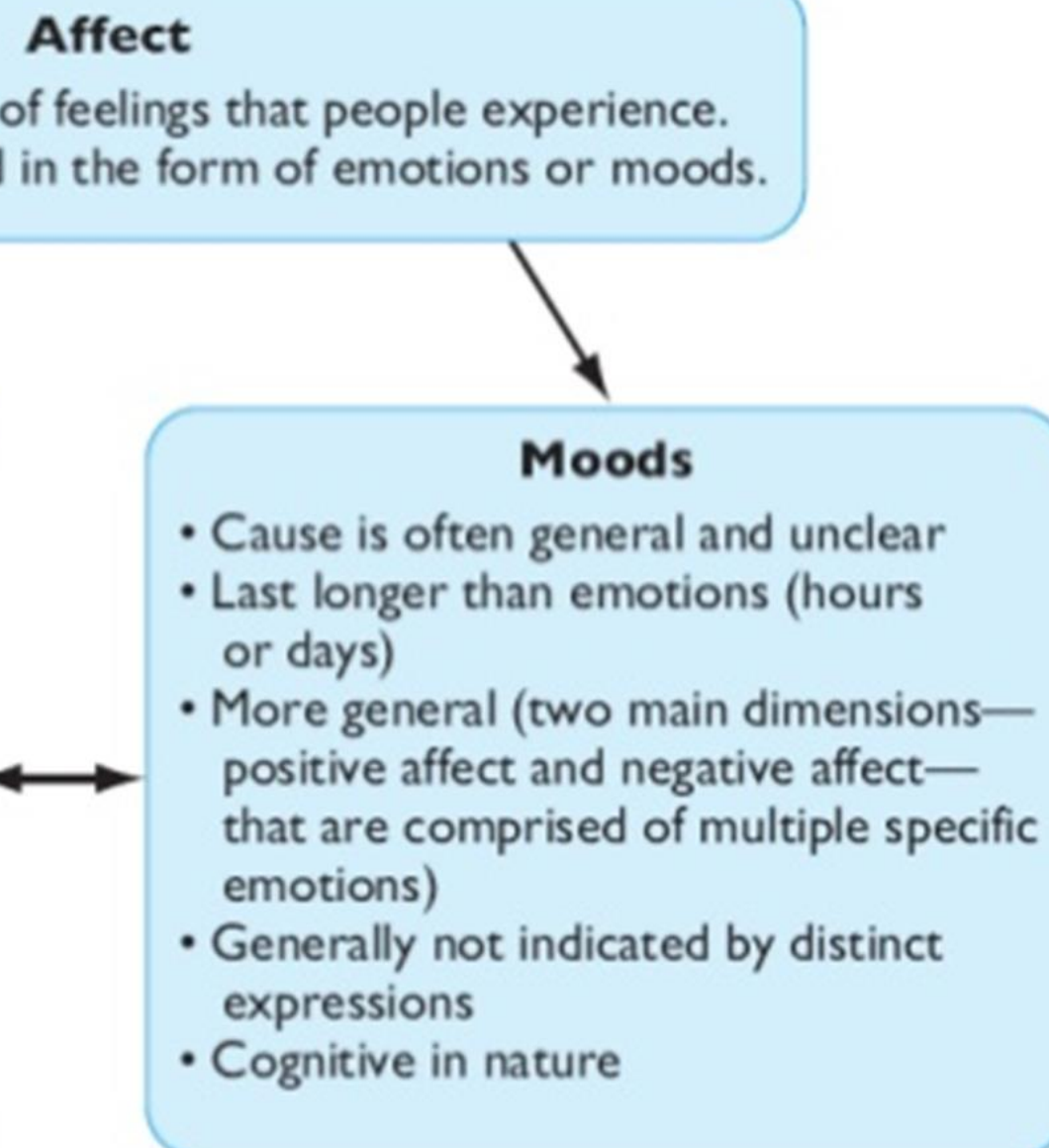
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## **EMOSI NEGATIF DAN PENILAIAN**

# EMOSI POSITIF DAN NEGATIF



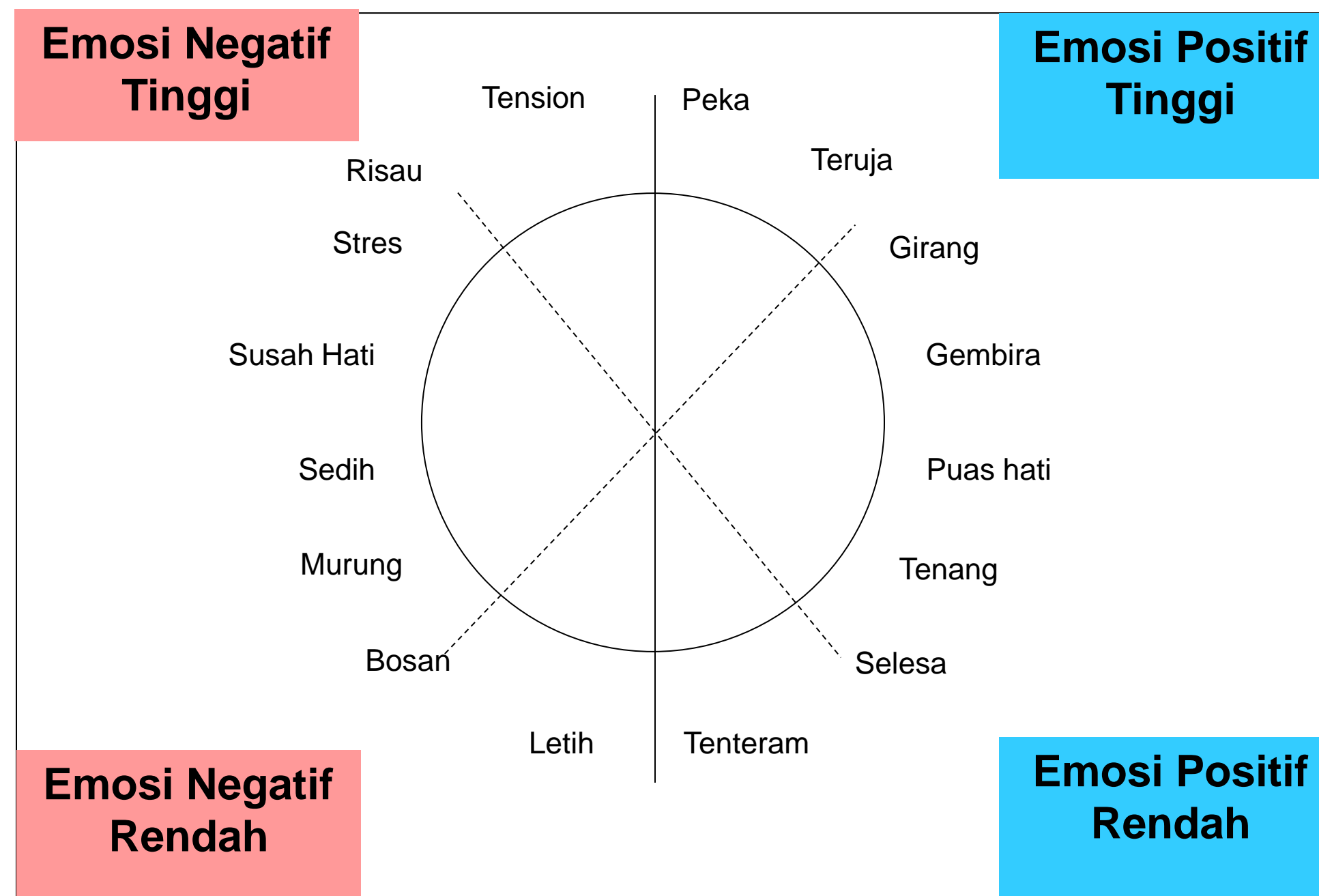
## Affect, Emotions and Moods



- ❖ Emosi positif dan tingkah laku adaptabiliti memberi kesan positif kepada kepuasan dan produktiviti dalam kehidupan (Compton & Hoffman 2013)
- ❖ Emosi negatif adalah **kecenderungan untuk mengalami emosi dan mood negatif**, merasa tertekan dan bersikap kritikal terhadap diri sendiri dan orang lain (Jones & George 2013)



**Struktur mood yang membawa kepada reaksi emosi positif atau negatif. Mood pula dipengaruhi oleh apa yang berlaku hasil interaksi antara persekitaran dan individu**



**Struktur *Mood* (Robbins dan Judge, 2007)**



# GERAK KERJA I : KENALI EMOSI ANDA

# LIST OF EMOTIONS

## HAPPY

- Hopeful
- Glad
- Excited
- Enthusiastic
- Cheerful
- Charmed
- Bright
- Blissful
- Amused

## BAD

- Sordid
- Rotten
- Odious
- Infamous
- Grievous
- Disheartening
- Disagreeable
- Awful
- Atrocious

## SAD

- Gloomy
- Mournful
- Sorrowful
- Tearful
- Unhappy
- Hateful
- Heavy
- Miserable
- Upset

## EXCITING

- Inspiring
- Moving
- Powerful
- Rousing
- Shocking
- Mind-blowing
- Startling
- Stimulating
- Stirring

## HURT

- Wound
- Offend
- Victimize
- Mistreat
- Crush
- Injured
- Tortured
- Bleed
- Ache

## SAD

- Fit
- Healthy
- Fit as a fiddle
- Forceful
- Harsh
- In good condition
- Intense
- Lusty

## CONFUSED

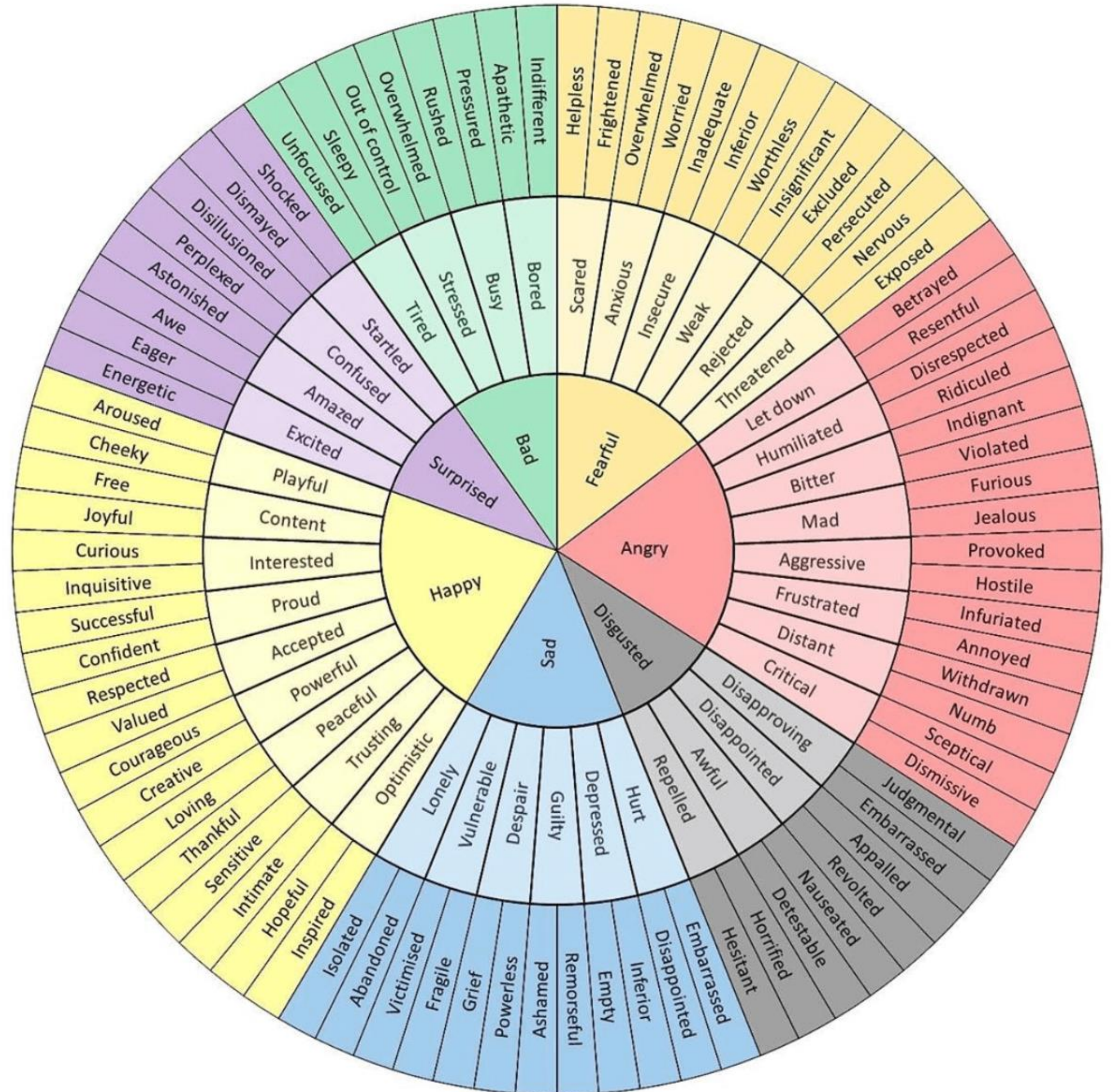
- Shy
- Pessimistic
- Upset
- Doubtful
- Uncertain
- Unsure
- Embarrassed
- Hesitant

## TIRED

- Exhausted
- Weary
- Powerless
- Run-down
- Drained
- Fatigued
- Worn out
- Spent
- Overtired

## ANGRY

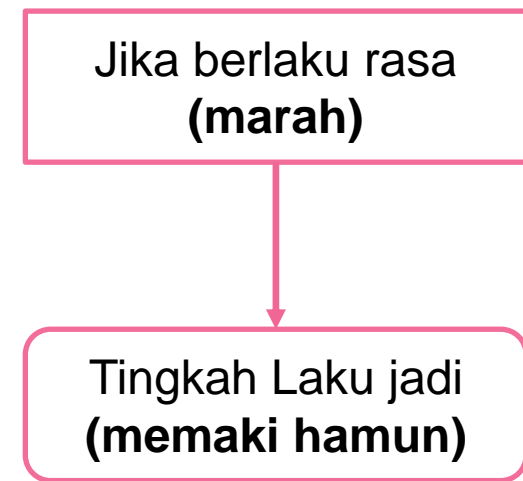
- Aggrieved
- Annoyed
- Cross
- Displeased
- Enraged
- Exasperated
- Fuming
- Furious
- Galled



**SENARAIKAN PERKARA YANG  
TIDAK DISUKAI, KENALPASTI  
EMOSI DAN KESAN PADA  
TINGKAH LAKU ANDA**



**INTERVENSI**





**06**

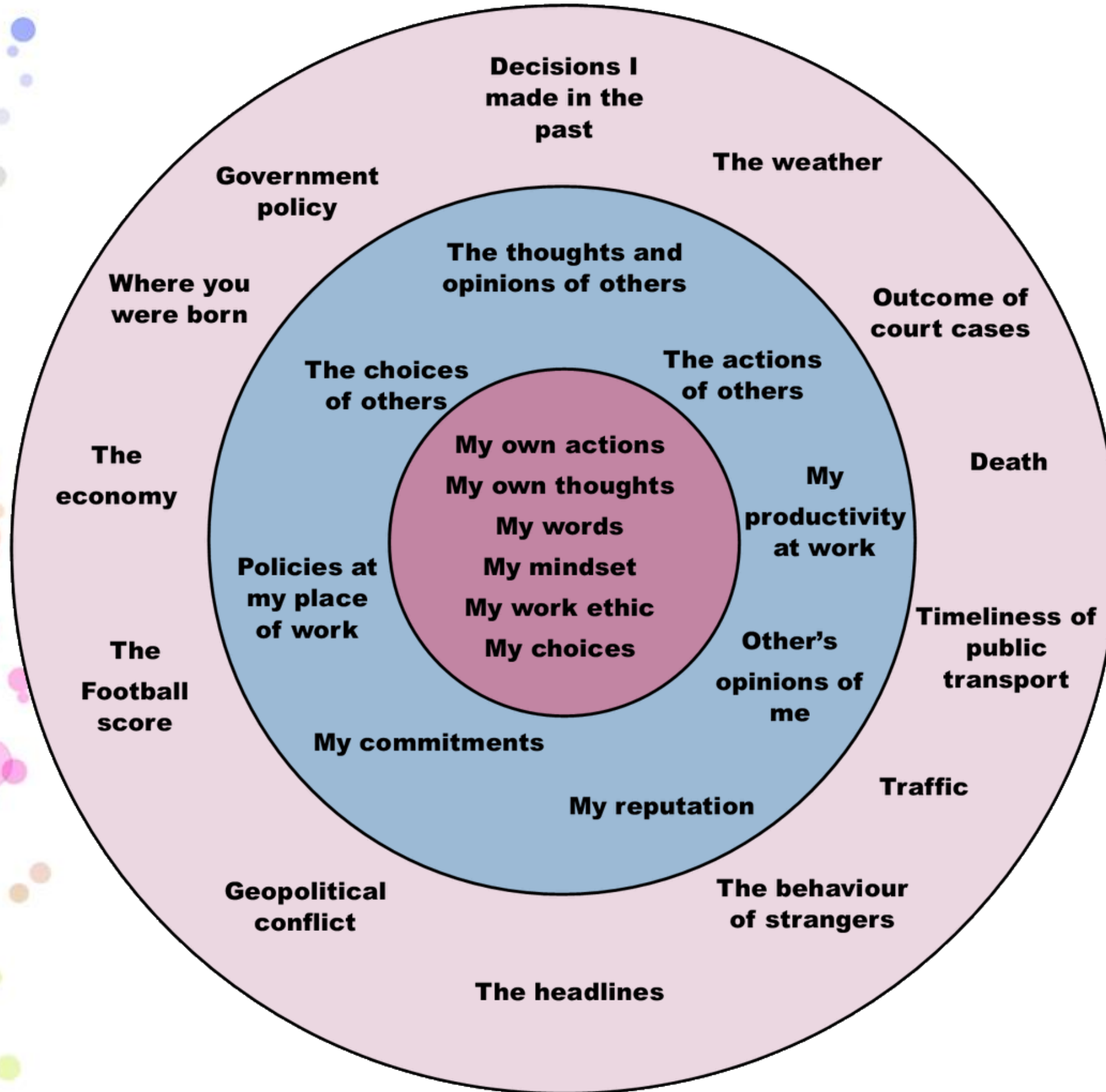
## **KOMPETENSI PERIBADI: DIMENSI PENGURUSAN DAN KAWALAN KENDIRI**



## **PENGURUSAN DAN KAWALAN KENDIRI** ialah

- ❑ Kenali mood yang kita ada dan cari cara untuk menjadikan diri kita berasa lebih positif jika perlu
- ❑ Tetap fokus, berfikir dengan jelas dan **ubahsuai tingkah laku** kita walaupun kita berada dalam cengkaman emosi yang kuat
- dalam bentuk yang paling asas, kita tidak membenarkan emosi kita mengambilalih dan mendorong kita untuk berkelakuan dengan cara yang produktif terhadap orang di sekeliling kita atau membuatkan kita berasa tidak berdaya.

# CONTROL, INFLUENCE AND CONCERN

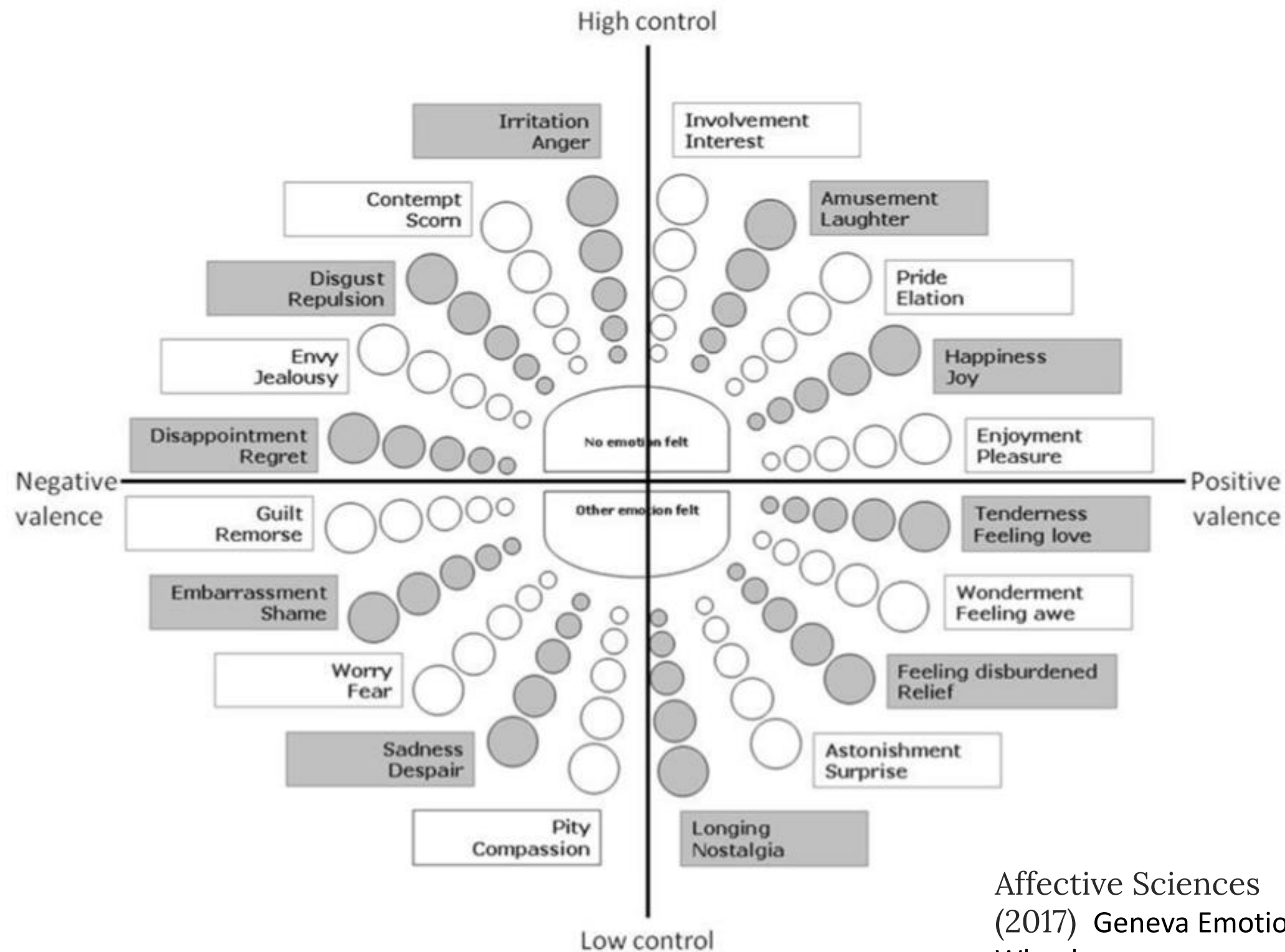


INNER CIRCLE  
Circle of Control

MIDDLE CIRCLE  
Circle of Influence

OUTER CIRCLE  
Circle of Concern

# EMOTIONS AND CONTROL



Affective Sciences  
(2017) Geneva Emotion  
Wheel

The two parameters are valence (describing a situation as unpleasant or enjoyable), and control/power (looking at whether or not the individual has high or low control over the situation, and its outcomes).

Another big difference between the two is the intensity of the emotions. The GEW has reversed its intensity, with the strongest emotions represented by larger circles on the outer layers; these decrease in size as they approach the center



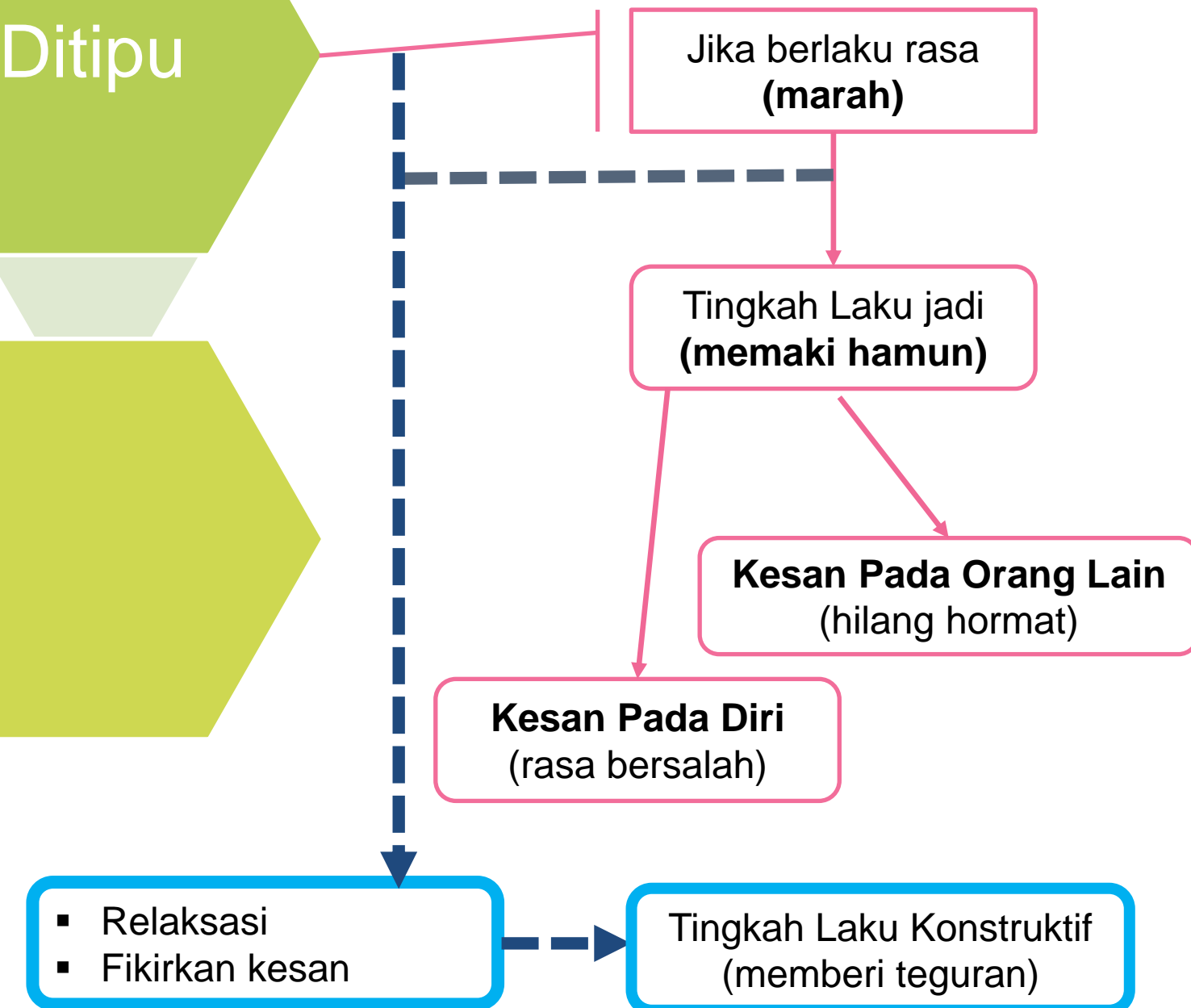
**SENARAIKAN KESAN KEPADA DIRI DAN ORANG LAIN**

**INTERVENSI  
APAKAH KAEDAH UNTUK MENGAWAL**

**APAKAH TINDAKAN KONSTRUKTIF**



**INTERVENSI**

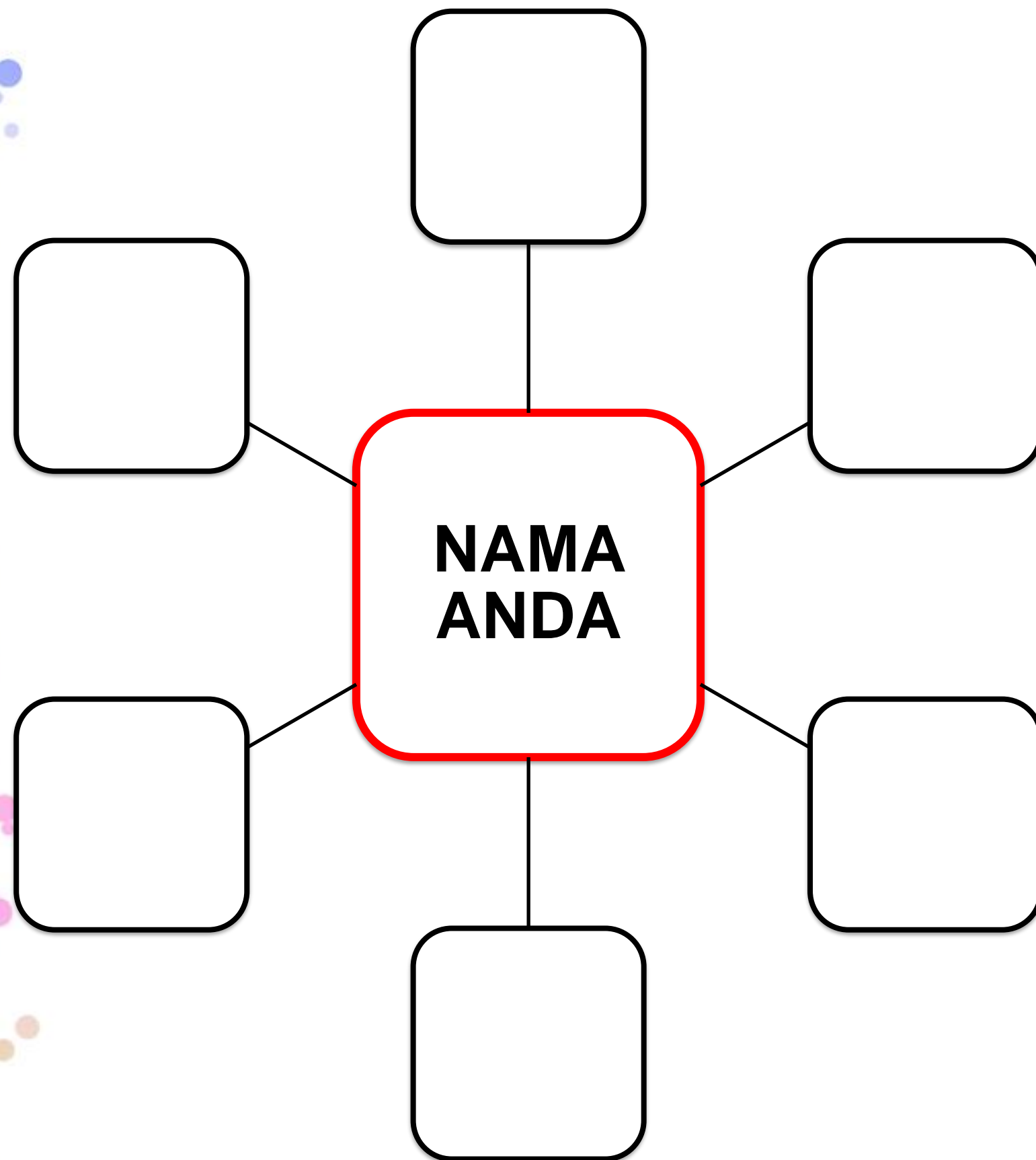




# GERAK KERJA I

## COMMON EMOTIONAL BUTTON LIST

Diabaikan [Abandoned]	Pendedahan [Exposed]	Luar Kawalan [Out of Control]	Tidak Diperlukan [Unwanted]
Alone [Sendirian]	Kegagalan [Failure]	Orang Luar [Outsider]	Tidak Disayangi [Unlovable]
Kuasa [Authority]	Kehilangan [Loss]	Tiada Kuasa [Powerless]	Tidak Selamat [Unsafe]
Jahat [Bad]	Tidak Sempurna [Imperfect]	Dimalukan di Khayalak [Public Embarrassment]	Tidak Bernilai [Unworthy]
Pengkhianatan [Betrayal]	Tidak Mencukupi [Inadequate]	Penentangan [Rebel]	Tidak Berguna [Valueless]
Mengawal [Controlled]	Ketidakadilan [Injustice]	Ditolak [Rejected]	Mangsa [Victim]
Ketidaksetiaan [Disloyalty]	Tidak Dapat Dilihat [Invisible]	Tanggungjawab [Responsible]	Lemah [Weak]
Tidak memperdulikan [Disregarded]	Korban [Martyr]	Bodoh [Stupid]	Kesilapan [Wrong]
Tidak Menghormati [Disrespected]	Tidak Mempercayai [Mistrust]	Tidak Layak [Undeserving]	
Tanggungjawab [Duty]	Tidak Cukup Baik [Not Good Enough]	Tidak Penting [Unimportant]	



- Tulis nama anda dalam kotak merah
- Tulis nama individu yang merupakan kunci kepada kejayaan anda di tempat kerja
- ✓ Siapa yang menekan 'red button' anda?
- ✓ Apakah perkara 'red button' yang ditekan?
- ✓ Apa perasaan anda?
- ✓ Apakah yang anda lakukan?
- ✓ Apakah kesan atau impaknya?
- ✓ Bagaimana anda urus emosi dan 'red button' anda secara berkesan?