

# **A STUDY ON EMOTIONAL INTELLIGENCE AND TEACHERS' STRESSES IN COVID SITUATION**

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**Abstract:** - Difficulties often present themselves in many forms. However, life-threatening situations, such as natural disasters and epidemic disease epidemics, often present opportunities as well. As a result, the virus hit us in the face with full force. When the medical research is concerned with the new crisis known as Coronavirus, emotional intelligence is a force to be reckoned with. It is particularly important to be aware, as we are experiencing difficult times, to manage our feelings, as well as empathic and to exercise emotional intelligence. Emotional intelligence is important and required in school so children can manage their stress as well as later in life. People who have a greater ability to control and to tolerate and manage stress show a greater capacity for emotional intelligence. The study was focused emotional intelligence and teachers stress in covid situation.

**Keywords:** Introduction, Review of literature, Emotional intelligence, stressful situations and discussion

## **1. Introduction**

Behavioural reorganisation takes place in response to varying degrees of pressure. In a crisis, time of danger, regular routines are replaced by uncertainty and upheaval. In contrast, stress, the body's internal environment is of paramount importance, whereas external factors are considered a factor. Stress has a rapid and long-term impact on the human body. Goel claims that an emotional and stable personality are necessary for the maintenance of mental health in stressful situations, and an emotional instability may have negative consequences. Goleman explains EI as being able to identify our feelings and those of others, as well as ourselves, to manage emotions to achieve both self and relationship satisfaction, and connect with others. according to the Ability EI model, it is your ability to perceive, assess, and control your own emotions as well as to manage the emotions of others However, it was only in a crisis, where

only when there was a threat of a global catastrophe like a pandemic disease, such as Covid-19, that emotional intelligence was required. Respiratory coronavirus infections are quite dangerous. The WHO said that coronaviruses were a threat to human existence. Until now, there has been no precedent for this plague; therefore, it has been distressing for most people. It doesn't mean that a person has an always-on EQ if he/she has a high EQ. Rather, his/her state of mind and the physiological and psychological responses he/she is feeling serve as a form of self-management. At the same time, a highly emotional person is well suited for people who have experienced a lot of social stress and other negative states. It's widely believed to promote adaptive responses to daily stresses and challenges. During a time of distress, people naturally want to come together and work together. They know the risk is social and thus don't be concerned only about themselves, but are also concerned about others. Emotional intelligence is critical today. Empathic/emotionally intelligent Dr. Abdel-Fattah is bringing awareness to crisis situations like the COVID crisis to light, emphasising the need for emotional competency. The essay discusses the role of emotional intelligence in daily living and notes the importance of managing stress, along with competencies that include the ability to be proactive, to identify root out distressing emotions and being empathetic during crises such as Covid-19. The necessity of teaching emotional intelligence at all levels of education is emphasised. Moreover, emotional intelligence has significance in all levels of education as well as on the workplace is shown.

## ***2. Review Of Literature***

Kereski et al. showed that individuals with high EI are better able to withstand stressful situations and are less likely to negatively impact their mental health. Some individuals have a gift for self-awareness, which may make them better equipped to handle stress and anxiety. Mikolcz and colleagues (2008) discovered that having a higher degree of EI was associated with better ways of coping with stress, and with more positive and negative emotions. a location where more stress is found in education In teachers and students, as well as students, there is a general level of anxiety.

The new method was suggested by Zysberg, who modelled the transmission and development of emotional panic formation. the ERVO has allowed for emotionalized (combined) and panic situations to be modelled for the first time. Their experiment concluded that in multiple-hazard environments, the overall scheme worked well, and the models showed the accurate simulation of fear and excitement to be correct. Previous studies have suggested that the role of emotions in crowdsourced decisions.

Through an extensive literature review, the researchers Mérida-López & Extra observed the negative links between emotional intelligence and teacher burnout and explored the relationship between emotional intelligence and working stress.

### **3. *Aims of the study***

At this time of dramatic change, it is more important to improve the mental health of vulnerable populations. There is a lot of uncertainty about the COVID-19 epidemic, which could affect teachers and educational activities for many years to come. As the number of day-care openings increase during this pandemic, we will be better able to put in place the necessary supports. So, therefore, the CO19 pandemic's impact on teachers' emotional well-being is a serious problem for the school and the community at large. Though there has been an increase in symptoms of the virus in the general population and in many professions, this reality has not yet been examined in the educational workers. The main aim of this research is to understand the current emotional state of teachers as it relates to educational reopening in the Basque Autonomous Community. We wanted to examine the prevalence of depression and anxiety, as well as their relation to occupational stability, and sector of employment. Additionally, gender, age, and school attendance will be taken into consideration. To address these concerns, it was investigated if the respondents were infected with CO19, and if they had become ill from the virus, if someone in the control group had passed it on to them, and if that was the case, if they would likely affect their answers.

There were expected to be a lot of negative symptoms with women, the elderly, and those who had children, which is exactly what we found. This hypothesis was also anticipated, with greater certainty, to be the people who show the greatest susceptibility to change, and secondary school teachers will be most affected.

### **4. *Emotional Intelligence And Stress***

Stress is an emotion as well as a cognition and can be described as the reaction to a threat. Although the stress response may be adaptive under ordinary circumstances, it is damaging in a period of acute or long-term stress such as fear and anxiety. Furthermore, stress damages interpersonal, social, as well as well as professional, social and working relationships. The necessity of emotional education in-situation management and stress ... Clarity of mind, psychological balance, and increased mental peace, can help negative thoughts to enter a person's consciousness, while the presence of negative emotions helps to keep those thoughts out. For those who have not learned or recognised how to control their emotions, labelling

others is a struggle. In turn, this produces stress, resulting in both mental and physical decline in health. People who are more emotionally intelligent are less affected by stress, since they have better control over the perception of stress and thus obtain greater emotional and physical fulfilment. EI appears to work as a "a stress buffer," according to the research. A considerable number of studies have examined the links between EI and stress. Kereski et al. showed that individuals with high EI are better able to withstand stressful situations and are less likely to negatively impact their mental health. It may be the case that people who are better able to recognise and regulate their own emotions may have an advantage over those who cannot. Recent research also reveals that high EI is associated with adaptive coping strategies and, further research confirms, an increased number of emotions, both positive and negative. a new method of emotional evacuation had been devised by taking into account the formation and propagation of mass panic. They showed an emotional speed model for the first time that combines the effect of panic and avoidance, the emotions magnifying the problem of its unpredictability. Their experiment concluded that in multiple-hazard environments, the overall scheme worked well, and the models showed the accurate simulation of fear and excitement to be correct. Previous studies have suggested that the role of emotions in crowdsourced decisions. a location where more stress is found in education In teachers and students, as well as students, there is a general level of anxiety. Additionally, extensive research has shown that teachers' emotional intelligence is negatively associated with their job satisfaction, and investigated the relationship between emotional intelligence, personality, and burnout when in the classroom, in coping with various working environments. Teachers can have a positive impact on students' emotional well-being by supporting and enhancing their personal intelligence. Stress in educational and interpersonal relationships will allow people to be better aware of their emotions, while emotional awareness will also help improve health and well-being. They developed a model showing that emotional regulation strategies aid in stress management for students of Houghton College. The importance of emotional well-being in addition to intellectual well-being in the work environment Increased stress and pressure are additionally observed in that other section of the workplace. Medical students have found that it to be a crucial ability in managing stress and success. Highly emotional students seemed to experience stress, but they're better able to control it, while working in their field, and the more emotionally stressed they are, the more capable they are. Further studies point to the value of training students in emotional intelligence as well. Furthermore, empathic emotional intelligence

enables individuals to have therapeutically related interests, to connect with patients and their families, and also to better manage stress. The impact of emotional intelligence was also evaluated by Rezvani et al, who found that it balances out stressful work situations for developers while promoting trust in their information systems. Additionally, it is evident that the main role of emotions in leadership and working environments is related to leadership itself. In creative negotiations and mediations, it's important to have emotional intelligence. Besides the economic, political, and physical aspects of the process, the successful negotiator or mediator must also be aware and keep an eye on his or her own emotions, as well as those of the participants. The study conducted by Berrocal et al. looked at the relationship between EI, anxiety disorders and adolescent depression. Research found that emotional quotient to be crucial to better psychological well-being. There was no negative relationship between self-reported EI and levels." Other studies claim that emotions, recognition, and regulation are significant for psychological well-being. Inability to control emotions and lack of understanding increase the negative impact on health. Emotionally intelligent individuals would utilise emotional regulation strategies to confront stressful situations. Some research studies have shown that instilling more positive and fewer negative mind-sets can raise both positive mood and enhance physiological response to stress. though it is possible to be emotionally intelligent without being physically or psychologically engaged, it will not yield the desired outcome. You must have a high level of self-awareness, desire to improve, and discipline to learn new things to become an exceptional manager. In a study by Gohm et al., found that self-reported self-actualization was necessary for the reduction of stress. creative people are typically less able to recognise their level of emotional intelligence. People who are self-aware, know their abilities, weaknesses, and emotions are aware of others' feelings are less affected by feelings of discomfort and are better prepared to recognise it.

### **Emotional Intelligence And Its Contribution To A Pandemic: Covid-19**

Many changes have followed in our daily activities as a result of the virus. Masks, gloves, social distancing, and self-isolation may affect the mental and physical health of the population. Many of these side effects will continue long after the virus has disappeared. anxiety about the virus being in the general population will add to existing levels of stress and other mental or physical illnesses. Everything goes from one day to the next, which can lead to a whole chain of events that are quite unprecedented. We focus on our own well-being and that of our loved ones. The poor, the weak, and ill-housed are in particular. It is also important to seek understanding with other groups who need attention and empathy, like the

elderly. Once Covid19 was doing everything from home such as school, shopping, playing, or doing chores around the house Small and large business closures create a ripple effect - a chain reaction. One thing to be cautious about is possible intolerance and the long-term consequences for human beings, places or things. A great number of changes have occurred as a result of the closing of schools in this epidemic, due to the nature of it being so widespread. A person's fear is one of the critical emotional responses during a plague. When under pressure, the populace will, especially in large groups, people panic. the body's innate mechanisms have been triggered If you don't manage your negative emotions, you can become distressed and fall into a worse state of mind, with long-reaching and irreversible consequences. Assisting individuals to learn to balance emotional and intellectual skills can help them control stress and use their negative emotions to their advantage during a pandemic. the 3 Cs: To offset their negative impact, psychologists have developed the "3 Cs model": control, coherence, and connectivity. Attributes of emotional intelligence like these can easily surface at higher levels of competence. Covid will return us to the levels of pandemic threat that we had prior to the SARS outbreak. From this point on, the art of being emotionally intelligent helps, rather than causing a crisis, it has a beneficial impact on every facet of management. Any emotion, such as stress, which is unrecognised or not controlled is as contagious as the virus of mental illness. We agree that the study of emotions, among the three or four most fundamental mental activities, is important in psychology. These categories include motivations, emotions, and consciousness are all connect to these aspects of self-actualization. Many of the psychological processes shown in psychology have positive emotions as part of their makeup, while others depend on negative feelings to function. People who experience a sense of power and progress tend to be more creative in their thinking and more resistant to failure. Having the ability to display positive emotions, such as compassion, kindness, and to benefit other people who see those emotions can then provide for improved well-being and emotional well-being and social intelligence the individuals from many different professions, groups charged with helping the Covid-19 virus victims, must be able to put themselves in their counterparts' shoes and understand what they go through. studies have shown that doctors' emotional Intelligence Quotient ties have a positive correlation with patients' emotional responses in a percentage of total workforce coverage, especially in hospitals, most of the workforce is filled by doctors and nurses, so EI is crucial.I. EI employees who have a positive relationship with the doctors and nurses who have EI capabilities report that they feel happier, safer, and experience more fulfilment.

Those who have greater emotional intelligence do better at handling their work as well. Using this technique helps people get to know themselves, handle their emotions, control, and respond to their illness. Simultaneously, emotional intelligence serves to better treat the symptoms and diagnose the condition, aiding doctors and patients in deciding how to better deal with their feelings. It's critical for doctors to be well-versed in their patients' stress and other psychological issues. Intelligent people are better able to perceive and express emotions, which allows them to be more open to different styles of interacting with other people and better able to diagnose mental illness. As Sh listed the worries, along with the experts in the health systems, including those facing difficult times, their concern and willingness to help was apparent. Supporting the emotional needs as well as asking patients to show their appreciation of that which is critical to their commitment is one of many and significant contributions of those who put their own lives on the line is important to the leadership. Managers of medical personnel must possess emotional awareness and apply that to their own feelings as well as they can to the current difficulties and to those of patients. sometimes, what has already occurred, we cannot change, but we can change our reaction to it Kleinberg et al. (2020) did a basic survey on the emotions and concerns of the UK regarding Covid-19 users to figure out how they were affecting their outcomes. They were asked to describe their feelings and give brief or lengthy statements. The more hurriedly and intensely people feel the emotional times, the greater their desire to demonstrate it in public, and the more people require others to listen. When you are going through a crisis, it is tempting to turn on yourself or your family instead of giving assistance to others. However, it appears that striving to improve others' conditions is a strong antidote to feelings of isolation and alienation. We've done everything we can to prevent the virus from spreading, but we still have to stay emotionally distant. providing compassion and good manners is crucial in navigating difficult times and complex situations It is of benefit to both those who show empathy and those who are empathetic and those who receive it. Empathizing on your COVID simulations helps you broaden your spiritual horizons while increasing your connection with people dealing with combat and the experience of stress. an analysis of the public information and communication campaign in 2009 emphasises the importance of emotional expressiveness in all communication strategies. When stakeholders are equipped with emotional intelligence, the bond between them and the general public strengthens. Nervousness, anxiety, argumentativeness, and uncertainty will result, which will conflict. Leadership in times of both peace and in times of war means having the ability to inspire

confidence, especially during times of crisis or panic. When individuals get concerned, it is important to develop a sense of “we are all in this together” understanding the range of emotions and using appropriate methods to increase the chance of connecting with individuals is critical in crisis situations. One who has emotional intelligence is better equipped to deal with any kind of situation, no matter how big or small. Because they're aware of themselves, they can better control their responses, and connections, and because they manage these aspects of their own social wellbeing, a manager is better equipped to deal with all kinds of personal and professional problems. Leaders, experts, academics, and authorities should make sure their messages and speeches convey not only facts, but inspire feelings as well. To build a positive mindset and to reduce stress and effect behaviour, two factors must be addressed: One must be the emotional, and the other, empathy. An open, compassionate approach would be preferable in the event of a crisis; trust and positive results will follow. Togetherness and integration are critical during challenging times, so people don't feel supported and know they are not alone. They require someone to empathise with them to retain their optimistic disposition. In a study, Veil et al. (2011) provided various case studies and guidelines for applying risk and crisis communication techniques to social media. Communication with compassion, understanding of emotions, and sensitivity allowed them to humanise the reaction to the problem. Furthermore, they also pointed out that social media must consider the public's issues and desires. They tell their stories from the heart, speak from the heart, and are always supportive of their fans. This helps people to feel confidence, know they're strong, and hope. Nevertheless, it is possible to develop a feeling of connection on social networks. Technology is a key in everything we do in today's society. That is all the more painful in that people today are using social media to find out about the disease, but also to talk to others about their experiences.

### ***5. Discussion and Conclusion***

Under stress, people become unable to keep their emotions and their minds stable, and therefore are changed in various ways. Do people who are stressed look for an excuse to release their anger and frustration at home? When the pressure gets high, they seek out a scapegoat. Those who understand and manage their feelings better are less likely to buckle under the stress of experiments or other real-life situations are also less vulnerable to stress. Additionally, conscious use of resources for EI helps to maximise the overall effort. With adaptive coping, people, individuals have a reduced level of physiological stress. An emotionally intelligent person may have stronger skills in dealing with a stressful situation,



and use it as an impetus for learning, or experience mental and spiritual growth. Emotional intelligence gives people the ability to manage their emotions as well as enhancing their capacity to deal with stressful situations after the Covid-19 and years that follow. Empathy is always needed in a time of public health, but is especially critical in these cases. Compassionate listening helps people communicate their feelings, shows concern for the other's well-being, and reduces stress by making you focus on them. It is possible to find a way to create hope and meaning from the pandemic, and address any challenges presented. Empathy can serve as a buffer in the healthful maintenance of cognitive and emotional health throughout the process. Goel believes that the minds of individuals (the rational and emotional) both contribute to the process of personality development and dealing with daily situations that are both challenging and ordinary. Neuroticism has shown a positive correlation with emotional processes and cognition. Compassionate-focused definition: Emotional intelligence is the ability to reason about feelings. It's effective use of emotions, along with an understanding of their meaning, to achieve even greater thinking results. When it is necessary to make a decision, people consider both the advantages and disadvantages of the options. emotion can never leave the body in handling a serious and challenging circumstances, let us be present in our feelings. an emotionally intelligent person will understand his or her feelings, will not freak out, and will provide help accordingly. The alarm is being sounded on the planet. Emotional intelligence must work in tandem with cognitive abilities to meet an individual's true potential. Humans must become aware of themselves and manage their own stress in order to promote universal well-mindedness. Everyone is a member of a community and an individual at the same time. In a community sense, we're part of a larger social whole. Because as a result, we rely on each other for help and support. We discovered that many pathogens aren't geographically bound, so we also realised that the entire global community is at risk. Emotional intelligence (EI) is an important issue that should be taken into consideration when developing all educational levels. In addition to cognitive and social, a person's emotional training is necessary. The crisis has brought about important societal changes, beginning in the educational sector. According to the article, emotional intelligence has been shown to reduce or even completely eliminate stress in various situations. Emotional intelligence is essential in difficult situations like the one we were facing during the pandemic

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