



## Mains Practice Question

**Q.** What is emotional intelligence? Discuss its relevance in the context of public service. (250 words)

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### Approach

- Start your answer by introducing Emotional intelligence.
- Explain its relevance in the context of public service.
- Conclude accordingly.

### Introduction

Emotional intelligence refers to the ability to understand, manage and express one's emotions effectively, and to recognize and respond appropriately to the emotions of others. In the context of public service, emotional intelligence is essential for building strong relationships, resolving conflicts, and fostering trust and collaboration among stakeholders.

### Body

- Emotional intelligence has several key components that are relevant in the context of public service. These include:
  - **Self-awareness:** The ability to recognize and understand one's own emotions, strengths, and weaknesses.
  - **Self-regulation:** The ability to manage one's own emotions, thoughts, and behaviors effectively.
  - **Motivation:** The drive to achieve personal and organizational goals, and to maintain a positive attitude and outlook.
  - **Empathy:** The ability to understand and respond appropriately to the emotions of others.
  - **Social skills:** The ability to communicate effectively, build relationships, and resolve conflicts.

### Relevance of Emotional Intelligence for Public Servant

- By cultivating emotional intelligence, public servants can improve their ability to manage themselves and their relationships with others.
- This can help them to build stronger, more effective teams, to communicate more clearly and persuasively, and to develop stronger relationships with stakeholders.
- Emotional intelligence can also help public servants to navigate complex and emotionally charged situations with greater confidence and resilience.

### Conclusion

Emotional intelligence is a crucial component of effective public service. By developing their emotional intelligence, public servants can improve their ability to work collaboratively, communicate effectively, and build strong relationships with stakeholders.

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