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Impact of interpersonal skills training on emotional control

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Abstract

In managerial position, manager must be capable to control their emotions and manage themselves so that they can perform in better way as well to lead the workforce in the right direction. In this study, an attempt has been made to find and compare the effectiveness of the interpersonal skills training programme for emotional control of bank managers. A sample of 120 bank managers working in banks in Kurukshetra, Panipat, Sonipat and Karnal was selected for study. Out of 120 respondents 60 were selected for experimental group and rest 60 were selected for control group. Scale developed by Dick (1991) was used for improving interpersonal skills. The data was interpreted with the help of mean, standard deviation and 't' test.

Keywords: Emotional control, interpersonal skills, training programme.

Introduction

Emotional Intelligence

Emotional intelligence demonstrates the ability of knowing, and understanding emotions in ourselves and in others, in order to have better and more efficient relations between two parties. Studies have shown that people with higher level of emotional intelligence have higher self-confidence, more concentration, and are more successful in their job. They are also more effective in their leadership style, and have greater impact on their staff to motivate them and they are healthier. (Cooper and Sawaf, 1997) [7] The common way of recruitment in organizations and firm is to target the persons who have great achievements in academics. Great performance and intelligence help the employee to reach organizational goal. During this method of recruitment, the hidden part of personality which has great influence on person's performance remains in darkness. According to Mayer and Salovey (1997:5) emotional intelligence includes "the ability to perceive accurately, appraise, and express emotion; the ability to access and or generate feelings when they facilitate thought; the ability to understand emotion and emotional knowledge; and the ability to regulate emotions to promote emotional and intellectual growth". This definition is now widely referred to as the Four-Branch Model of emotional intelligence (Mayer, Salovey, Caruso, & Sitarenios, 2001).

Emotional Control

"Intelligence is largely at the mercy of self-control". (Walter Mischel, Stanford University). People could have different feelings and emotions regarding one objective. The role of emotion-control is to understand different kind of emotions and control impulse action which is more fit to situation. In managerial position, manager must be capable to control their emotions and manage them and find more effective tactics. Emotional control as an important competence of EI is the way to recognize and understand one's feeling, and use this feeling to improve attitude and behavior.

Objective of the Study

To find and compare the effectiveness of the interpersonal skills training programme for emotional control amongst the bank managers.

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Hypotheses

H01: Training of interpersonal skills do not play significant role for emotional control.

H11: Training of interpersonal skills play significant role for emotional control.

Limitations

- Due to paucity of time researcher has taken small sample of bank managers.
- Due to cost constraints geographic coverage of the study is limited.

Sample Size and Sampling Techniques

A present study was carried out in Kurukshetra, Panipat, Sonipat and Karnal to find out the effect of the training of interpersonal skills on emotional control amongst the bank managers. This study was based on the sample of 120 bank managers the survey was conducted on the basis of random convenient sampling. The sample was administered in-person. Training was based on the interpersonal skills prescribed by Dick (1991). Each of them item was rated on five point Likert scale. Managerial and non-managerial staff was taken as respondents. The researcher, with the permission of the higher authorities of the banks arranged 45 days training programme for emotional control. Out of 120 respondents 60 were selected for experimental group and rest 60 were selected for control group. The design has three stages –pre-training, training programme and post-training. The data was interpreted with the help of mean, standard deviation and ‘t’ test.

Analysis and Interpretations

Table 1: Difference between mean pre-scores of interpersonal skills for emotional control for experimental and control group.

Test	N	Mean	SD	SE	t-value
Pre-training	60(Experimental Group)	2.55	2.92	.98	1.49
	60(Control Group)	4.02	7.08		

It is clear from Table 1 that the calculated t- value for the pre-test scores of experimental and control group is 1.49, which is not significant. (Table value at 0.05 level-1.98 and at 0.01level-2.62). It can be concluded that there is no significant difference between the pre-test scores of experimental and control group in context to interpersonal skills training for emotional control.

Table 2: Difference between mean post-scores of interpersonal skills for emotional control for experimental and control group.

Test	N	Mean	SD	SE	t-value
Post-training	60(Experimental Group)	2.34	4.17	0.57	3.97
Post-training	60(Control Group)	0.06	1.18		

It is clear from Table 2 that the calculated t- value for the post-test scores of experimental and control group is 3.97, which is significant. (Table value at 0.05 level-1.98 and at 0.01level-2.62). It can be concluded that there is significant difference between the post-test scores of experimental and control group in context to training sessions for emotional control. The mean score of experimental group is higher than

the mean score of control group. Our null hypothesis (H01) is rejected and alternative hypothesis (H11) is accepted. So we can conclude that training session of interpersonal skills has significant impact on the emotional control.

Conclusion

Managers need to cooperate with their staff in work place Control over emotions is one of the most frontier concepts in business environment today. The results indicated that the emotional control scores of the training group increased significantly from pre to post training. The result of the present study is in tune with the results of the study conducted by Slaski and Cartwright (2002, 2003).

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