

"Emotional Intelligence is the bridge between authority and empathy, shaping leadership and decision-making that truly serves."

"In the realm of governance, Emotional intelligence is the cornerstone of successful leadership and effective decision making. Explain."

उम्मीदवारों को इस हाशिए में नहीं लिखना चाहिए  
Candidates must not write on this margin

1st demand

2nd demand

(10marks, 150 words)

"शासन के क्षेत्र में, भावनात्मक बुद्धिमत्ता सफल नेतृत्व और प्रभावी निर्णय लेने की आधारशिला है।" व्याख्या।

As Colman rightly said 80% of success in work place depends upon the EQ rather IQ. So, EI has lot of role in governance.

For Ethics answers, You can write a contextual Quote to begin with, as it will not only add value to answer but also address crux of Q in less words.

Narrow Introduction, As Q is not on comparison of EQ with IQ, so, try to write a contextual introduction that serves the crux of Q in comprehensive way.

EI cornerstone of successful leadership & effective Decision making

Setting Realistic Goals Through Self-Awareness for organization to make rational and balanced decisions

① Self Awareness - Leader with high EI, is able to understand his weakness & strengths so set realistic goals as per strengths  
Eg Gandhi decision to withdraw NCM

Address both parts separate for better organisation of content and structuring

Self-Regulation Induces Discipline, Fostering Efficiency in Administration by removing procrastination

② Self Regulation :- Help in Making leaders disciplined, Enhancing ethical governance practices such as integrity, honesty  
Eg PM Modi did not take any leave between 2014-19.

**Empathy Fosters Active Listening for Effective Grievance Redressal and citizen satisfaction**

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③ ~~Help~~ Social Awareness - Helped to understand people's emotions & their grievances better so better & inclusive decisions.

Eg kiran Bedi's Prison Reforms.

**Self-Awareness Ensures Objectivity in Decision-Making by eliminating personal biases and emotional interference, leading to rational and well-balanced choices.**

Here, start 2nd part of Q that is how EI is cornerstone of effective decision-making?

④ Relationship Management - with good communication skills, Motivate subordinates towards a goal.

Eg PM Modi's hugging K. Sivan after Chandrayaan failure.

**Empathy Leads to Inclusive and People-Friendly Decisions by considering diverse perspectives**

**Self-Regulation Prevents Impulsive Decisions, Ensuring Stability and Consistency in Governance by promoting patience**

⑤ Motivation - Promote good work culture to Motivate subordinates.

**How to inculcate EI**

- Diary writing
- visiting villages & grassroots.

So, EI helped in better decisions & Enhances public trust in System.

As Q has two parts, firstly, you should address these two separate to address core demand of Q, better to merge it in conclusion

**By consciously developing these EI components, leaders can bridge the gap between authority and empathy, ensuring governance that is not only strategic and efficient but also responsive and people-centric.**

## Evaluation Parameters

| Parameters                                    |            | Excellent | Good | Substandard |
|---|------------|-----------|------|-------------|
| Conceptual Clarity                            |            |           |      | ✓           |
| Understanding Context of Q                    |            |           |      | ✓           |
| Structure                                     | Intro      |           |      | ✓           |
|   | Body       |           |      |             |
|   | Conclusion |           |      |             |
| Answering What is asked.                      |            |           |      | ✓           |
| Presentation – Flowchart, Diagram, etc        |            |           |      | ✓           |
| Language Competency & flow in Answer          |            |           | ✓    |             |
| Adherence to Word Limit                       |            |           | ✓    |             |
| Clarity of Thought and Expression             |            |           |      | ✓           |
| Objectivity                                   |            |           |      | ✓           |
| Dimensionality and Interdisciplinary Linkages |            |           |      | ✓           |
| Evaluator Impression                          |            |           | ✓    |             |

## Macro Feedback

## Strengths

**Fair Handwriting**

Understanding of Demand of Question

Use of Examples in Points

## Improvements Needed

For Introduction, You need to understand the Context of Question, It should address whole Q ,for value addition you can add Suggested Quote.

For Body, Firstly break Q in two parts ie successful leadership and Effective decision -making for better organisation of content.

Additionally breaking of Q in subpart helps examiner to focus on each part and easily understand whether demand is addressed or not ?

In Your Argument, You need to add depth for better marks, Clearly explain how your point addresses successful leadership and effective decision-making.

In conclusion, You need to add some additional Positive,visionary dimension like how to cultivate EI or some overall significance of EI.