

THE DEVELOPMENT OF EQ MODULE TO PROMOTE TEACHERS' EMOTIONAL INTELLIGENCE IN MALAYSIA

ABSTRACT

The purpose of this study is to develop EQ module to help improve emotional intelligence among teachers. The study utilized explanatory mixed methods designs, and has three phases. The first phase employed a cross-sectional design (n=112) and it examines the core-competencies of EQ among the teachers. The second phase utilized a case study design, and used in-depth interview (n=8), focus-group interview (n=24), as well as document analysis (n= 12 documents) as data collection techniques. These techniques were used to determine the appropriate methods can be used to develop the EQ module based on the core-competencies identified from the first phase of the study. Data for the first phase was collected using an EQ instrument (IKEM/MEQI), and was analyzed with descriptive statistic using the SPSS software version 15.0. Data from the second phase was analyzed with thematic approach using the NVivo 2 and NVivo 7 software. Findings from the first phase of the study shows that there are 11 EQ core-competencies that needed intervention (emotional awareness, accurate self-assessment, self confidence, honesty, self- controll, trustworthiness, achievement drive, understanding others, developing others, influence and conflict management) among the teachers. Concomitantly, findings from the second phase suggested that there are certain methods, corresponding to each core-competencies, that can be used to improve the level of EQ among the teachers. Results from both phases were used to develop an EQ module that was pilot tested on a group of teachers (n=33). The module consisted of four sections and was conducted over a period of four days. Findings from the pilot study suggested an increase in EQ level among teachers who participated in the training workshop. The result of the study showed that there were improvements on those 11 EQ competencies. Interview conducted on the participants shows that the training was able to: (i) increase positive feelings towards self, (ii) increase awareness on changes experience by the self, (iii) behave more positively, and (iv) developed deeper understanding on issues related to emotion.