

**DINARA DAYANOVA**

Candidate of Pedagogical Sciences,  
Associate Professor of the Department  
of Theory and Methodology of Teaching  
of the Kazan Federal University

## **PSYCHOLOGICAL AND PEDAGOGICAL MODEL OF EMOTIONAL INTELLIGENCE DEVELOPMENT IN THE CONTEXT OF INNOVATIVE SOCIAL AND HUMANITARIAN PROJECTS**

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**Abstract.** *The study considers theoretical approaches to understanding emotional intelligence as one of the important competences in the professional activity of future specialists. The issues of creating innovative educational projects and educational route, which allow to significantly increase the level of personal effectiveness of a social sphere trainee, are analyzed and summarized, and, as a result, the indicators of emotional intelligence in the professional activity of a social sphere specialist are revealed.*

*In the end the conclusion is made that Rigid competences imply: technical skills of a specialist, work with equipment, process management and analysis, relying on technology, regulations and standards, and flexible competences basically imply communicative skills – work with people, human resource management, relying on art, intuition, and experience.*

**Keywords:** *emotional intelligence, social intelligence, flexible competences, cultural identity, laws of communication, indicators of emotional intelligence, innovative educational space.*

### **1. Introduction**

In the modern educational space of higher education institutions, the issue of understanding emotional intelligence as one of the important competences in

the professional activity of future specialists is becoming increasingly relevant. According to primary sources, the formation of the concept of “emotional intelligence” or “flexible skill” has gone quite a long way and was considered by S. J. Stein, Howard Book. The problem of emotions was raised by Sigmund Freud, American scientists J. Mayer, P. Salovey, D. Caruso, D. Golumann and others. For example, D. V. Lusin in his studies convincingly proves that this concept grew out of the concept of “social intelligence”. For the first time this concept was introduced by E. Thorndike, defining it as “foresight in interpersonal relations, taking it to the ability to act wisely in human relations...”, he identified the main types of social intelligence: abstract intelligence, concrete intelligence, social intelligence (which is exactly the ability to understand people and flexibly interact with them)<sup>1</sup>. This issue was further developed in the works of the American psychologist G. Allport, and Russian researchers — M. I. Bobneva, V. N. Kunitsina. Scientists structurally distinguish the following components:

- 1) Social perceptual abilities;
- 2) Social imagination;
- 3) Social communication technique<sup>2</sup>.

In the presented structure the first group of components the personality correctly accepts as individual features of mental processes, emotional qualities and traits. The second group of components allows the personality to synthesize the external diversity of people and predict model behavior in different situations. The third group of components speaks of flexibility and mobility in all situations. According to D. V. Lusin, the most clearly to the concept of emotional intelligence, coming out of the concept of social intelligence, was approached by H. Gardner, “who in the framework of his theory of multiple intelligences described intrapersonal and interpersonal intelligence. The abilities he included in these concepts are directly related to emotional intelligence. Thus, intrapersonal intelligence is interpreted as “access to one's own emotional life, to one's affects and emotions: the ability to instantly distinguish feelings, name them, translate them into symbolic codes and use them as means for understanding and managing one's own behavior”<sup>3</sup>.

<sup>1</sup> Aizenk G. Yu. *Intellekt: novyi vzglyad* [Intelligence: a new perspective] // *Voprosy psikhologii* [Psychological issues]. 1995. No. 1. Pp. 111–131.

<sup>2</sup> *Lysin D. V. Sposobnost' k ponimaniyu emotsii: psikhometricheskii i kognitivnyi aspekty* [Ability to understand emotions: psychometric and cognitive aspects] // *Sotsial'noe poznanie v epokhu bystrykh politicheskikh i ekonomicheskikh peremen. Materialy mezhdunarodnoi nauchno-prakticheskoi konferentsii. 20–24 oktyabrya 1999 g.* [Social cognition in an era of rapid political and economic change. Materials of the International Scientific-Practical Conference. October 20–24, 1999.] / pod red. G. A. Emel'yanova. M.: IP RAN, 2000. P. 42.

<sup>3</sup> *Ibid.* P. 46.

In this study we will try to create a perspective innovative model of emotional intelligence development of social and humanitarian educational project with regard to modern employer requirements to future specialists.

## **2. Methods**

The research methodology is expressed by systemic, structural-functional, structural-logical, descriptive, institutional, as well as dialectical methods of scientific knowledge, collection, and analysis of scientific and practical material.

## **3. Results and discussion**

Modernization of technologies and content of training future specialists in accordance with the State Federal Standard and innovative requirements of employers to new generation specialists, and, in particular, to specialists formed by “flexible competences” in accordance with the basic provisions of these concepts, actualizes the issues of creating innovative educational projects and creating an educational route, allowing to significantly increase the level of personal effectiveness of the learner. That is why from June till September 2021, the Department of Theory and Methodology of Law Education at Kazan (Volga Region) Federal University started to study and summarize the demand for social professions in the labor market in the training direction 39.03.02 “Social Work”, profile: “Social Work with Family”. The data obtained allowed us to reveal that there is an acute shortage of highly professional staff in the city of Kazan.

During the meeting of the faculty on July 1, 2021 these conclusions were confirmed by the Director of the complex center of social services in the city district of Kazan, Nadezhda Ibragimova. The specialist emphasized that social services provided to needy citizens — service recipients are not reduced to the activities of the primary needs, but are provided through the provision of social and psychological, socio-pedagogical, social and labor, social and legal services to enhance the communicative potential of these individuals. That is why under the conditions of the federal law on social services for citizens, it becomes obvious that today it is necessary to create conditions for continuous access to opportunities to improve professional competence on topical issues in the practice of social services.

This sphere of professional activity belongs to the group of professions, highlighted by E.A. Klimov — “Person-to-Person” and is characterized

by highly developed communicative abilities, empathy, responsiveness, helpfulness, observation, the ability to listen to other people, emotional stability, etc<sup>1</sup>.

Among the employer's requirements, great attention should be paid to the formation of the following flexible competences when creating an educational route:

- 1) Identifying national, ethno-cultural and confessional features of family upbringing and folk traditions;
- 2) Establishing contacts with different types of families and their social environment;
- 3) Ensuring effective interaction with families in difficult life situations;
- 4) Conducting different types of social counseling;
- 5) Showing sensitivity, politeness, benevolence, taking into account the physical and psychological condition of the person;
- 6) Establishment of communicative contact with parents, persons replacing them;
- 7) Determining the direction of work to improve relationships with children in different types of families, etc<sup>2</sup>.

Let's take a closer look at the presented competency characteristics of the job function of a family outreach specialist (approved by Order No 683n of the Ministry of Labor and Social Protection of the Russian Federation, November 18, 2013). The purpose of professional activity: "Providing assistance to different types of families and comprehensive support to families with children on the basis of identifying family dysfunction through various technologies, developing a rehabilitation program, reintegrating the child and family into society, involving the immediate environment to change relationships between family members, improve the social and psychological situation in the family, increase parental responsibility for raising children"<sup>3</sup>. The territory of the Republic of Tatarstan is a confessional center, on the territory of which live numerous nationalities,

<sup>1</sup> Klimov E.A. Klassifikatsiya professii [Classification of professions] // URL: [https://docs.yandex.ru/docs/view?tm=1634530759&tld=ru&lang=ru&name=Klassifikacija\\_professij\\_E.A.Klimova.pdf&text](https://docs.yandex.ru/docs/view?tm=1634530759&tld=ru&lang=ru&name=Klassifikacija_professij_E.A.Klimova.pdf&text) (date of application: 18.10.2021 g.).

<sup>2</sup> Prikaz Ministerstva truda i sotsial'noi zashchity RF ot 18 iyunya 2020 g. No. 351n "Ob utverzhdenii professional'nogo standarta "Spetsialist po sotsial'noi rabote". Kod A, Uroven' kvalifikatsii 6. Deyatel'nost' po vyyavleniyu raznykh tipov semei i semei s det'mi, nakhodyashchimisya v trudnoi zhiznennoi situatsii s tsel'yu okazaniya im pomoshchi [Order of the Ministry of Labor and Social Protection of the Russian Federation No. 351n dated June 18, 2020 "On Approval of the Professional Standard "Specialist in Social Work". Code A, Qualification level 6. Activities to identify different types of families and families with children in difficult life situations in order to help them].

<sup>3</sup> Ibid.

therefore, the formula of modern progress becomes civilization as a single-type, based on planetary synergy, a prerequisite for free development, diversity and blooming complexity of cultures.

The current situation allows information to be transmitted through speech, language, and printed sound and sign systems to representatives of different national communities, and also to interact directly with each other. The processes taking place allow us to take a critical look at our own culture and the inherent human type, to identify their intercultural boundaries. Today's research in cultural anthropology shows that the cultural identity of any nation is inseparable from the cultural identity of other nations that all cultures are subject to the "laws" of communication.

The signs of the so-called communicative ideal manifest themselves in communication: sensitivity, politeness, benevolence. A specialist must be able to listen, be polite, well-mannered, have good manners, be tactful, have competent speech, must also be able not to argue, agree, seek consensus, not impose their point of view, have calmness<sup>1</sup>. That is why the ability to understand the so-called "foreign" culture and points of view, as well as the ability to conduct a comprehensive critical analysis of the bases of one's own behavior is becoming increasingly important. The result in the end will be the recognition of "foreign" cultural identity.

Taking into account the abovementioned, it becomes obvious that emotional intelligence in the professional activity of the specialist of the considered sphere is characterized by social skills of communication, skills to build social connections, empathy as the ability to understand the current emotional state of other people.

M. N. Bochkova and N. V. Meshkova prove that in the modern market of professions the competence of emotional intelligence as the basis of successful social interaction is at the top of the ten key and in-demand competences. Understanding one's own and other people's emotions and, as a consequence, their management, play one of the important components in modern professional activity<sup>2</sup>.

#### 4. Summary

The result of the work of teaching staff to date is formed educational route 39.03.02 direction of training "Social Work", profile: "Social Work with the

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<sup>1</sup> *Sternin I.A., Shilikhina K.M.* Kommunikativnye aspekty tolerantnosti [The communicative aspects of tolerance]. Voronezh, 2000. P. 29.

<sup>2</sup> *Bochkova M.N., Meshkova N.V.* Emotsional'nyi intellekt i sotsial'noe vzaimodeistvie: zarubezhnye issledovaniya [Emotional Intelligence and Social Interaction: Foreign Studies] // *Sovremennaya zarubezhnaya psikhologiya* [Modern Foreign Psychology]. 2018. T. 7. No. 2. Pp. 49–59.

Family”, which identified the professional competencies that are disclosed in the content of the curriculum<sup>1</sup>. And for the next academic year the Department of Theory and Methodology of teaching law plans to enroll applicants in this direction. From what follows that development of the innovative model of the maintenance of professional education for institutions of social sphere will give the chance to receive qualitative education, new experience which can be applied in practical activity.

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<sup>1</sup> Federal'nyi gosudarstvennyi obrazovatel'nyi standart vysshego obrazovaniya — bakalavriat po napravleniyu podgotovki 39.03.02 Sotsial'naya rabota. S izmeneniyami i dopolneniyami ot 26 noyabrya 2020 g., 8 fevralya 2021 g. [Federal State Educational Standard of Higher Education — Bachelor's Degree in Social Work 39.03.02. As amended on November 26, 2020, February 8, 2021.]; Prikaz Ministerstva obrazovaniya i nauki RF ot 5 fevralya 2018 g. No. 76 “Ob utverzhdenii federal'nogo...Redaktsiya s izmeneniyami No. 1456 ot 26.11.2020 g. [Order of the Ministry of Education and Science of the Russian Federation of February 5, 2018 No. 76 “On approval of the federal state educational standard of higher education — bachelor's degree in the field of training 39.03.02 social work”. Revision with amendments No. 1456 from 26.11.2020].

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### **Information about the author**

**Dinara Dayanova (Kazan, Russia)** — Candidate of Pedagogical Sciences, Associate Professor of the Department of Theory and Methodology of Teaching of the Kazan Federal University (18 Kremlin St., Kazan, 420008, Russia; e-mail: Dayanovadi024@gmail.com).

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