

A Systematic Review of Social Intelligence

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Abstract: *It is indeed fascinating to observe the difference in the ways people manage the interpersonal experience. It is due to Social intelligence which means the ability of an individual to react to social situations of daily life. Social intelligence would not include the feelings or emotions aroused in its by people but merely our ability to but understand others and to react in such a way towards them that the ends desired should be attained. High Social intelligence is possessed by those who are able to handle people well. This research article gives a comprehensive idea of the concept of social intelligence and its dimensions. It also throws light on the key elements of social intelligence.*

Key Words: *Social intelligence, Social Skills, Presence, Authenticity, Clarity and Empathy*

1. Literature review :

Early definitions and modifications

The term social intelligence was first used by Dewey(1909) and Lull, H.G. (1911) , but the modern concept has its origins in E. L. Thorndike's division of intelligence into three facets pertaining to the ability to understand and manage ideas (abstract intelligence), concrete objects (mechanical intelligence), and people (social intelligence).

In Thorndike's classic formulation: "By social intelligence is meant the ability to understand and manage men and women, boys and girls—to act wisely in human relations". Similarly, Moss and Hunt defined social intelligence as the "ability to get along with others".

E.L Thorndike (1920) had pointed out that there is an aspect of personality that can be called 'social intelligence' distinct from 'concrete – abstract' intelligence. Guilford (1958) suggested that social intelligence could be accounted for as a fourth category of information. It carries the implication that there are 30 abilities involved in social intelligence as specified by six ability for dealing with different products of information within each of the five operation categories.

Classification of Intelligence according to Thorndike (1920):

Thorndike has classified intelligence into 3 categories namely:

1. Abstract Intelligence

It is the ability to understand words, numbers and letters and to use them effectively abstract intelligence is required in ordinary academic subjects in schools such as reading, writing and solving academic problems. The highest level of abstract intelligence is manifested in the thoughts of poets, philosophers and writers.

2. Social Intelligence

It is the ability of an individual to deal effectively and efficiently with his social and cultural environment. Social intelligence is revealed when a person is able to establish and develop desirable social relations in conformity with his social and cultural norms.

3. Concrete Intelligence

It is the ability to understand and deal with things as in skilled trades or scientific appliances this is also known as mechanical or motor intelligence. In education concrete intelligence is required in learning dances and participating in games and sports.

E.L. Thorndike (1920). “The ability to understand and manage men and women; boys and girls; to act wisely in human relation”.

The Bureau of public personal administration (1930),“The essential thing that the person having a high degree of social intelligence is the ability to get others consistently and voluntarily to do the things; he wants them to do and even like doing so”.

Wechsler (1958) defined “Social intelligence as "a facility dealing with human beings".

Weinstein (1969) defined social intelligence as "The ability to accomplish interpersonal task".

2. Model of social intelligence

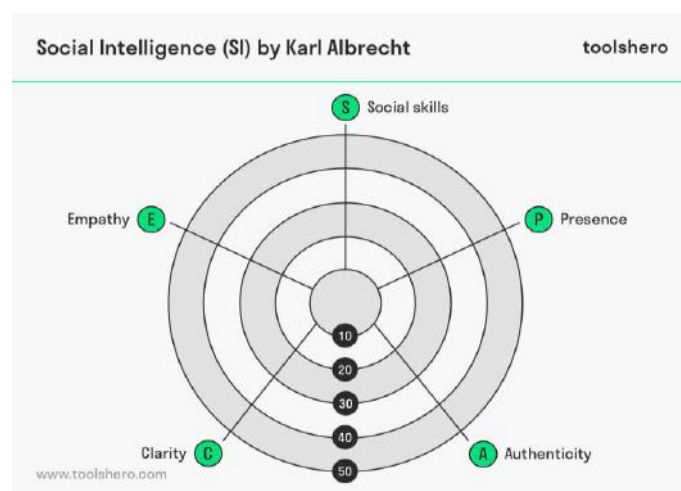
Social Intelligence Profile (SIP) and the SPACE model (Mulder, P. 2018).

According to Albrecht, social intelligence is measurable via a test. It includes identifying important interaction skills and then assessing their behavior. Human interactions take place in specific contexts. SI is about someone being able to distinguish these situations and contexts from each other and react to them differently and behave accordingly. The different observable behaviors are the indicators of SI. This results in a Social Intelligence Profile (SIP). An SIP analyses social intelligence through different perspectives, with each observing the social interaction from a certain perspective.

The so-called **SPACE model** can be helpful with this. It subdivides the different behaviors in five basing skill categories based on the previously discussed dimensions:

Social Intelligence: the SPACE model

By dividing a circle chart into five slices that each includes one of the five basic skill categories, the SI Profile can be completed.



1. Social Skills

These are about social awareness and the ability to understand the context of a situation and to know how one should behave in that situation.

2. Presence

This is about the presence and the attitude towards other people. If someone is able to present himself well and express his personality in a consistent way, no matter what is the situation. If someone behaves differently from how he really is, he lacks presence.

3. Authenticity

Being authentic or genuine is the level to which someone is experienced as honest and ethical. Whether someone's behavior is in line with his personal values or if he pretends to be someone else.

4. Clarity

This is about the how someone communicates clearly and unambiguously. To what extent is someone able to express his ideas clearly, effectively and efficiently? In addition, it includes a whole range of communicative skills such as listening, providing feedback, paraphrasing and using metaphors to clarify or help explain something.

5. Empathy

This is about the level to which someone is able to understand others and empathize with other people's situations. That allows someone to really build a connection with others and approach them respectfully. It even goes beyond the conventional definition of empathy; it is about a mutual feeling between two people.

3. What are the key elements of social intelligence?

- **Verbal Fluency and Conversational Skills:** The highly socially intelligent person can carry on conversations with a wide variety of people, and is tactful and appropriate in what is said. Combined, these represent what are called "social expressiveness skills."
- **Knowledge of Social Roles, Rules, and Scripts:** Socially intelligent individuals learn how to play various social roles. They are also well versed in the informal rules, or "norms," that govern social interaction. In other words, they "know how to play the game" of social interaction. As a result, they come off as socially sophisticated and wise.
- **Effective Listening Skills:** Socially intelligent persons are great listeners. As a result, others come away from an interaction with a socially intelligent person feeling as if they had a good "connection" with him or her.
- **Understanding What Makes Other People Tick:** Great people watchers, individuals high in social intelligence attune themselves to what others are saying, and how they are behaving, in order to try to "read" what the other person is thinking or feeling. Understanding emotions is part of Emotional Intelligence, and Social Intelligence and Emotional Intelligence are correlated – people who are especially skilled are high on both.
- **Role Playing and Social Self-Efficacy:** The socially intelligent person knows how to play different social roles – allowing him or her to feel comfortable with all types of people. As a result, the socially intelligent individual feels socially self-confident and effective – what psychologists call "social self-efficacy?"
- **Impression Management Skills:** Persons with Socially intelligence are concerned with the impression they are making on others. They engage in what can be called as the "Dangerous Art of Impression Management," which is a delicate balance between managing and controlling the image you portray to others and being reasonably "authentic" and letting others see the true self. This is perhaps the most complex element of social intelligence. (Ronald.E .Riggio,(2014).

4. Critical Analysis

Social intelligence people initiate and maintain positive relationships with friends, colleagues, family members or significant other. It also involves the utilization of proper non-verbal skills such as proper facial expression and timing. It also necessitates proper verbal skills such as voice, tone, volume, pitch as well as appropriate verbal strategies such as being responsive, assertive, and empathetic or genius.

"Social intelligence is a basis of kind of understanding, a kind of strategic social awareness and a set of skills for interacting successfully with them."

Vernon provided the most wide-ranging definition of social intelligence as the "ability to get along with people in general, social technique or ease in society, knowledge of social matters, and susceptibility to stimuli from other members of a group, as well as insight into the temporary moods or underlying personality traits of strangers".

According to Wechsler "Social intelligence is just general intelligence applied to social situations".

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