

## **Rational v/s Emotional**

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**Case summary:** *There was excitement and thrill in the air in the School of Business Studies (SBS), everyone was excited, thrilled and enthusiastic about the challenge what M.Com and MBA semester students had in front of them. And the challenge was to organize two day management fest. You may ask what the challenge in it is; it was a challenge as this event was the pioneering event from the department which is only a three year old baby from a newly established Central University which itself was only 5 years old and was not independent, as it was running its administration and academics in a state university. Further making it more challenging for the students as there were major bottlenecks in the name of lack of infrastructure facilities. And excited and thrilled and enthusiastic because it was the event by the students, of the students and for the students which means from designing the brochure, event website, getting major and allied sponsors etc. everything was being taken care by students, of course under the able guidance of their teachers. They had to build everything from nothing. Months planning and preparation were at the stage of finishing touches and the event was supposed to start in another fortnight.*

*That day Sunanda madam, the HR faculty just entered to her cabin as usual enter every day, she heard some sounds of her student and those sounds were reflecting emotions like they are sad, little angry, etc. what she could make out was, that, something was wrong with her students. She called those students and discovered that their Dean had called off the entire event and students really wanted to go for it. She talked to them and figured out that Dean had cancelled the event because he felt there was lack of communication and lack of confidence and team effort between M.com and MBA students which might lead to failure of the event. Now the students wanted to go for it as they had already spent so much of time and energy for the event to happen, not to mention the sponsorship amount which they had got, will be embarrassing for them to return it to the sponsors, and this was their last semester and they wanted to leave their mark by organizing this event.*

*After talking to them for a while she asked them few questions and the responses made her feel confident about them, another reason is that basically she was an emotional person and share emotions with students. She went to their Dean with a request for not to cancel the event, but their Dean had his own valid reasons for cancelling it. Then she came back to her cabin reconfirmed their spirit of going for it, then went to Dean, again came back with a comment that she is getting emotional, and should not be emotional while taking decisions. So this to and fro from her cabin to Dean went on for couple of time for nearly 1 hour. At last students were called to Dean's Chamber in the presence of all the faculties for the assurance that the event will be organized in a smooth and efficient manner. Finally the permission was given to the students.*

*The day the event started to the time of valedictory functions Sunanda madam was little scared and tensed as the event success was going to be a defining moment for her to decide that is it ok to have emotional attachment with students as she had with her students specially with this batch which had reflected quite a qualities of good batch like team work, communication skills, empathetic attitude, etc. the synergy of this entire batch was something.*

*During the event many things went off smoothly and many events have issues which were handled very effectively and efficiently by students. During the event there was a point students had some issues organizing it then madam reminded them of their spirit and students said they would not let her down for the confidence what she had on them and other faculties had on them. Then events went on smoothly though there were infrastructural and interpersonal problems. The event was a grand success and left a benchmark for the coming student batches.*

### **Questions**

1. What factors forced the Dean to cancel the event?
2. Do you think Sunanda's move of going against Dean Decision was good? Why? Why not?
3. What factors led to the overall success of the event?

**TEACHING NOTES:**

**Rational / Emotional**

**Synopsis**

The students of SBS, Central University were all set to plan their management fest which was first of its kind in university and in the city too. Fest brochures, website, Ad pamphlets, events to be conducted etc... Was planned, the university was a emerging university and was still fighting to manage with the infrastructural constraints as it was operating in Stet university campus. All of a sudden there was a chaos between students and they seemed to be emotionally disturbed and seemed to be unhappy, this was noticed by a HR faculty Ms. Sunanda. Finally with lot of difficulty Ms Sunanda convinced dean that he gives a green signal for the fest, and it worked out. Then D Day arrived and the event began, right from the inaugural till its valedictory Ms Sunanda was scared that the her decision, emotional decision of supporting students should not go wrong, no doubt there were some issues during the event but the students successfully managed it. And the event ended with a successful note, and Ms Sunanda was proud and confident now on her decisions.

**Educational objectives:**

The case is meant to focus largely on the concept of Emotional Intelligence i.e., to explore the ability to express and control self's emotions and also the ability to understand, interpret, and respond to the emotions of others which is quite proven to be more important than IQ.

At the end of the exercise, students should have a clearer understanding of the following issues pertaining to emotional intelligence:

- ℵ The importance of understanding emotions by accurately perceiving them, in many cases, this might involve understanding nonverbal signals such as body language and facial expressions.
- ℵ The essence of using emotions to promote thinking and cognitive activity to help prioritize what we pay attention and react to
- ℵ An understanding that, the emotions, that we perceive can carry a wide variety of meanings. If someone is expressing angry emotions, the observer must interpret the cause of their anger and what it might mean.
- ℵ To understand how to manage emotions effectively as it is the key part of emotional intelligence by regulating emotions; responding appropriately and responding to the emotions of others.

**Presentation outline:**

The main objective of the case is to highlight the importance of applying or injecting the concept of Emotional Intelligence even at situations where rational decision are expected and appreciated.

As it was a school event entire school had learned something out of it, but yes, it was deliberated to around 60 students in the class room while preparing them for the forthcoming event.

Method of delivery would be most appropriate for me many of the experiences would like to share while delivering and rest of the thing I am awaiting to learn and explore it.