

ROLE OF EMOTIONAL INTELLIGENCE IN VETERINARY SCIENCE

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Emotional intelligence refers to an individual's ability to become aware of one's emotions along with other person's feeling at specific moment and then using this information for self management and management of relationship with others. This can be attained by consortium of four pillars: self-awareness, self-management, social awareness and relationship management. Emotions need to be on both sides in veterinary profession which require interest of doctor in treating patient and faith/trust of animal owner in doctor. All are exposed to emotional situation one or the other time. In time of stress, clients are anxious and look forward for compassion, empathy and understanding from the other person. One needs to develop emotional along with social intelligence for success in veterinary profession.

Emotional intelligence leads to various advantages in personality development of individual. Communication is improved with better empathy, stress reduction, improved relations, better self-management with enhanced leadership skills which are important for success in any field. Self-awareness is also noted which is important for self-assessment. In today's competitive world one should acquire above qualities for being successful.

Research is in process to examine how cognitive abilities or consciousness are used by animals using artificial intelligence. Emotionally intelligent animals in decreasing order are believed to be: dolphins, elephants, red foxes, bee, rats, pigeons and dogs. Animals whether fish or elephant do think, acquire knowledge, memorize, perceive senses, recognize individuals and languages. They do perceive the presence of individual in their proximity and show their feelings. It has been reported that fish after recognizing, associate with individuals. The mental power of humans and animals differ only in degree and both attribute emotions. Book titled Animal Liberation authored by Peter Singer, an Australian philosopher brought above facts into public domain and led to formation of foundations for animal rights. Earlier intelligence was explored in primates which is considered closest species to humans. Kanzi (bonobo) was found to communicate through lexigrams which are symbols representing words, Koko (gorilla) used sign languages and Ayumu (chimpanzee) with amazing memory. Vertebrates have ability in expressing

emotions. Dingoes which are pests attacking livestock have been found to be highly sentient and intelligent animal. Whenever sickness or death took place after consumption of baited meat, older members of dingo packs in future avoided baits and also taught young one to do similarly sensing danger. Animals also are considered to have consciousness, so they can plan act based on memories. Feeling of affection/emotions can be well noted through behavior of dogs and horses which are considered most faithful to owner.

Animals do have emotions and feel pain. Surrounding awareness significance can be noted in livestock in abattoir. Veterinarian behavior does affect animal response. If doctor is handling animal quietly and with calmness, animal moves well right to stunning point before being slaughtered. But in case of rough handling, animal vocalizes with alert alarm for animal behind them to foresee danger (animal may release pheromones in urine and saliva). Social animals are good communicators using subtle signals. Fishes are no exception. Fishes and sharks also respond to pain. Dolphins, elephants and primates recognize death.

In one case, death of pup of dingo took place due to snake bite. In about 30 minutes pup breathed last and during this time its mother and every sibling interacted through sniffing, pawing and whimpering. Later mother dingo could be seen protecting its pup body by picking it up in its mouth and keeping close to family by repeated movement. RI scans can be used to study brain activity as a response to stimuli. Dogs and cats are found to be the most common emotional support animals for humans. Dogs can express emotions on its face or through cocked head and activities like wagging or dropping tail, whining or barking. The ways of human's interaction with animals is of prime importance. Recognition of intelligence, sentience and emotions in animals has helped in stopping annual mass killings mainly of dolphins in Japan, whaling and in creating awareness for protection of species from being getting extinct.

WHY NEED FOR EMOTIONAL INTELLIGENCE:

Emotional quotient enhancement helps in both profession and personality development. It has been found that 90% top performers possess high emotional quotient and 58% of our job performance is dependent on emotional quotient. Moreover people having high emotional quotient has significantly higher earnings compared to others. Individuals with high emotional intelligence have control on their mood and understand effect on others. People with poor emotional intelligence become easily frustrated

abusing the animal to be treated. Frustration and stress need to be counteracted properly for successful management of self and relations. Reference checks, behavioral interviewing and setting expectations and consequences are must to study emotional intelligence in individual. Role modeling, training and coaching (for recognition, relaxation and reframing) is must for positive emotional intelligence and correcting problem behavior.

