



UPSC SUPER SIMPLIFIED
www.upscsupersimplified.com

MAINS ANSWER WRITING APPROACH ANSWERS

Topic- ETHICS DAY 8



Copyright© by UPSC Super Simplified

All rights are reserved. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without prior permission of UPSC Super Simplified.

Anger is a harmful negative emotion. It is injurious to both personal life and work life.

(a) Discuss how it leads to negative emotions and undesirable behaviours.

(b) How can it be managed and controlled ? (10 marks) (150 words)

Anger is a harmful negative emotion that can have negative consequences if not managed properly. It is injurious to both personal and work life. Uncontrolled anger can lead to arguments, physical fights, physical abuse, assault, and self-harm.

a) Anger can lead to **negative emotions and undesirable behaviors** that can be harmful to both personal and work life. Here are some ways in which anger can lead to negative consequences:

Negative emotions:

- Increased anxiety
- Depression
- Insomnia
- Low self-esteem
- Guilt, shame, embarrassment, and remorse
- Feeling of unworthiness

Undesirable behaviors:

- Arguments
- Physical fights
- Physical abuse
- Assault
- Self-harm
- Destroyed relationships
- Negative impact on children
- Poor performance at work

Uncontrolled anger can also lead to long-term physical effects such as high blood pressure, headaches, digestion problems, skin problems, heart attack, and stroke.

(b) Here are some ways which might help reduce anger:

- **Emotional intelligence** comprises self-awareness of emotions, ideas, and physical sensations during rage. This allows us to recognize early indicators of anger, such as elevated heart rate or tense muscles, and intervene before it worsens.
- **Empathy** is essential for anger management, allowing us to understand others' perspectives and emotions. It reduces anger and helps us connect with others.
- **Communication skills:** Effective communication is essential for effective management. Communication skills helps us communicate our wants and boundaries assertively, lowering the risk of anger escalation. Practicing communication strategies like active listening and peaceful dialogue can help manage rage.
- Also acknowledging emotions, identifying triggers, and expressing them in a healthy manner.

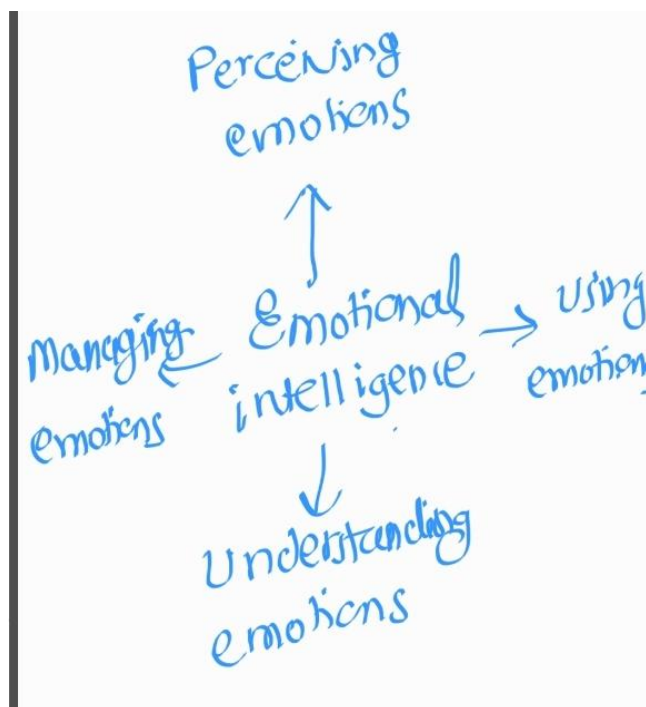
Cultivating self-awareness, empathy, and communication skills can improve emotional understanding, response to anger triggers, and relationship health. Seeking professional support, such as anger management treatment, counseling, or therapy, can also help.

Q.2) What do you understand by emotional intelligence? Explain briefly the five components of Daniel Goleman's emotional intelligence theory. (10 mark) (150 words)

For decades, researchers have studied the reasons why a high IQ does not necessarily guarantee success in the classroom or the boardroom. Intellect alone was no guarantee of adeptness in identifying one's own emotions or the emotional expressions of others. It took a special kind of intelligence to process emotional information and utilize it effectively — whether to facilitate good personal decisions, to resolve conflicts or to motivate oneself and others.

Emotional intelligence

Emotional intelligence is the ability to identify, assess, and manage the emotions of oneself and emotions of others. Emotional intelligence enables a person to perceive emotions, assess and generate emotions, so that the behaviour of oneself and others could be understood to make the right decisions.



Five components of Daniel Goleman's emotional intelligence theory

Goleman broadened Mayer and Salovey's four-branch system to incorporate **five essential elements of emotional intelligence** — or EQ, the shorthand he sometimes uses:

1. Self-awareness

Individuals with high levels of emotional intelligence are **comfortable with their own thoughts and emotions** and understand how they impact others. Understanding and accepting the way you feel is often the first step to overcoming it.

2. Self-regulation

It is also important to be able **to control and manage your impulses and emotions**. Acting rashly or without caution can lead to mistakes being made and can often damage relationships with clients or colleagues.

3. Internal Motivation

According to Goleman, being driven by only money or material rewards is not a beneficial characteristic. **A passion for what you do is far better for your emotional intelligence.** This leads to sustained motivation, clear decision-making, and a better understanding of the organization's aims.

4. Empathy

Not only must you understand your own emotions, but understanding and reacting to the emotions of others is also important. Identifying a certain mood or emotion in a colleague or client and reacting to it can go a long way in developing your relationship.

5. Social Skill

Social skills are more than just being friendly. Goleman describes them as “**friendliness with a purpose,**” meaning everyone is treated politely and with respect, yet healthy relationships are then also used for personal and organizational benefit.

According to Goleman, bullying, disciplinary problems, violence, workplace conflicts,, and drug abuse are reduced in schools and workplaces with a high EQ. Academic and boardroom performance, as well as behavior, improves with a strong foundation in emotional intelligence.

UPSC Super Simplified

ONLINE

**UPSC CSE
MENTORSHIP
PROGRAM**



www.upscsupersimplified.com

Contact - 7827779142

As a senior officer in the Health Ministry, you have access to some confidential and crucial information about policy decisions that the Government is about to announce. These decisions are likely to have a far-reaching impact on the pharmaceutical industry. If the pharmaceutical companies have access to this information beforehand, they can make huge profits. One of the pharmaceutical companies has done a lot of quality work for the Government and is known to be close to your immediate superior, who asks you to disclose this information to the said pharmaceutical company executives.

1. What are the options available to you?
2. Evaluate each of these options and choose the option which you would adopt, giving reasons. (20mark) (250 words)

Case facts

- The pharmaceutical company is well-known for producing high-quality products.
- The pharmaceutical company has a close relationship with the higher officer, who wishes to share information with him.

(1) Among the several alternatives available are the following:

-
1. Inform the senior of the act's impropriety and attempt to persuade him.
 2. Request formal instructions from him, as doing so is against procedure and would require special approval.
 3. Reject his claim categorically and file a complaint with his superiors.
 4. File a formal complaint against him in writing.
 5. Disseminate the information, as the builder has a track record of providing high-quality service.

(2) Because it is against established protocol, the information cannot be disclosed in any way. If the pharmaceutical company is indeed excellent, it will automatically receive the government contract.

You should attempt to convince the senior that the action he is proposing is unreasonable and unprofessional. If, however, the senior does not alter his mind, you should request his formal instructions on the topic, as disclosing the information to any particular pharmaceutical business would violate established practise and would require the senior's unique written instructions to implement the demand. It is quite unlikely that the senior would consent to issue the written order, as he would be aware of the orders' illegal character.

Rejecting the senior's directives outright may upset him. However, the inappropriate act shall never be committed.

Complaining to the anti-corruption cell may also be futile due to the senior's lack of evidence. Thus, the most practical response in this circumstance would be to speak with superior authorities and disclose the details to them.
