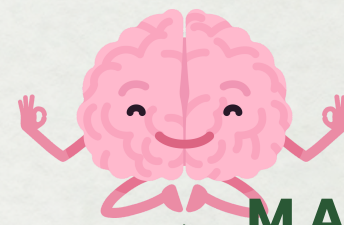


INTRODUCTION

- **What is emotional intelligence?**
- The ability to manage your personal emotions in a positive manner and how it can affect others and influence their emotions
- When working in a group project and most participants are positive and has excellent work ethic it will influence everyone else to have the same attitude

EMOTIONAL INTELLIGENCE IN TEAMWORK

- **Goleman** created a framework of five components: Self-awareness, self-regulation, motivation, empathy, social skills.
- These are compulsory to ensure a smooth group project experience
- "If your emotional abilities aren't in hand...then no matter how smart you are, you are not going to get very far" (Goleman 1995).
- When working in a group project if you cannot see how your behaviour is affecting the group the problem would never be resolved and would create more conflict meaning you need to be **self-aware**
- **Self-regulation** is the ability to manage your emotions and behaviours that will produce a positive result
- All participants of the group need to **motivate** each other from the start date to the deadline to improve the work ethic of the whole group
- If a group member has personal struggles hindering them from participating to the best of their ability you would need to have **empathy** to handle the situation with care and reduce conflict
- **Social skills** is the ability to communicate and interact with others



MANAGING YOUR OWN EMOTIONS

- Students need to have the ability to manage their own emotions when working in a group
- A **reflection** on their own actions and behaviours would help possible conflict come to a resolution
- If a student can recognise their behaviour as a disruption, take the necessary steps - **pausing before reacting** the productivity of the group would be improved.
- Being **mindful** during the project allows the group to coincide with each other and not causing stress



UNDERSTANDING OTHERS EMOTIONS

- When you are **empathetic** towards others they will have a better work ethic as there is a positive, non judgemental atmosphere
- When practicing **active listening** the other student will feel more heard, understood and respected as you are providing undivided attention
- It is important to establish the difference between **constructive feedback** and criticism
- Criticism could make the student feel judged rather than heard and receiving help

CONCLUSION

- To have a successful group project Emotional intelligence is required to ensure the coherence of the group
- Taking things slow, not judging and listening are key factors in this

Emotional Intelligence LCLM 5006

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