

C1-Emotional Intelligence

INTRODUCTION

Emotional Intelligence (EI) is the ability to recognise, understand and manage your own emotions while understanding the emotions of others.

- EI helps students communicate effectively, manage conflict and work collaboratively during group projects.
- Strong emotional intelligence improves teamwork, reduces stress and supports successful group outcomes

EI IN TEAMWORK

Self-awareness: Recognising your emotions and how they affect your behaviour.

- **Self-regulation:** Staying calm and responding positively under pressure.
- **Motivation:** Remaining focused on achieving team goals.
- **Empathy:** Understanding teammates' feelings and perspectives.
- **Social skills:** Building trust through effective communication and collaboration.

Managing Own Emotions

Feeling stressed



Recognise the emotion



Pause and reflect



Choose a positive response



Better teamwork and performance



Understanding Others' Emotions

Empathy and Successful Collaboration

- Empathy improves:
- Communication
- rust
- Team relationships
- Conflict resolution

Reflection / Method

How I Developed This Understanding

- Academic journal articles
- Personal experience in group projects
- Observation of team interactions

Conclusion & Recommendations

Develop self-awareness.

- Communicate openly and respectfully.
- Listen actively to teammates.
- Manage stress before reacting.
- Show empathy to build trust and improve teamwork.

References

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Covey, S.R. (1991) The 7 Habits of Highly Effective People. New York: Simon & Schuster.