

EMOTIONAL INTELLIGENCE

Student Name: Lucelia Dias Nascimento Noe
Student Number: 2336940

Lecturer's Name: Dr Kazeem Oseni
Module: Developing Emotional Intelligence Skills LCLM 5006

Introduction

Emotional Intelligence (EI) refers to the ability to recognise, understand, and manage emotions in ourselves and others. It plays a key role in communication, decision-making, leadership, and personal wellbeing.



Method

- Reviewed EI theory (Goleman's model)
- Read academic sources
- Reflected on personal student experiences
- Compared emotional in stressful situations



Developing EI

- 1 Practise self-awareness by identifying emotional reactions in daily situations.
- 2 Develop empathy by actively listening and considering other perspectives.
- 3 Use reflection and feedback to improve emotional responses and communication.
- 4 Learn to pause before reacting in stressful situations. Techniques such as deep breathing, counting to ten, or reframing negative thoughts.
- 5 Build stronger relationships by practicing clear communication, teamwork, and conflict resolution. Being aware of others emotions helps create positive and supportive interactions.



Control EI & Mindfulness

Emotional intelligence involves the ability to manage and regulate emotions effectively in different situations. Mindfulness practices support emotional control by increasing awareness of thoughts, feelings, and reactions in the present moment. By developing mindfulness skills, individuals can improve emotional regulation, reduce stress, and respond more thoughtfully in personal and professional interactions.

Factors Affecting EI

Emotional intelligence is influenced by a range of personal, social, and environmental factors. These factors shape how individuals understand, express, and manage their emotions. Understanding these influences helps explain differences in emotional behaviour and development of EI skills

Conclusion

Emotional intelligence is an important skill that helps individuals understand and manage their own emotions as well as the emotions of others. By developing self-awareness, practicing mindfulness, and improving social skills, people can strengthen their emotional intelligence. This leads to better relationships, effective communication, and improved personal and professional wellbeing.



REFERENCES

- Shengyao, Y., Xuefen, L., Jenatabadi, H.S., Samsudin, N., Chunchun, K. and Ishak, Z., 2024. *Emotional intelligence impact on academic achievement and psychological well-being among university students: the mediating role of positive psychological characteristics*. BMC psychology, 12(1), p.389.
- Freedman, J.M., Freedman, P.E., Choi, D.Y. and Miller, M., 2025. *The Emotional Recession: global declines in emotional intelligence and its impact on organizational retention, burnout, and workforce resilience*. Frontiers in Psychology, 16, p.1701703.
- Mugabekazi, J.C., Mukanziza, J., Nizeyimana, P. and Manirahani, P., 2026. *Emotional intelligence in educational leadership: a systematic review of impacts and challenges*. Cogent Education, 13(1), p.2615486.