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COURSE NAME: DEVELOPING EMOTIONAL
INTELLIGENCE SKILLS (LCLM5006)

Emotional intelligence- help me to recognise and ,
understand myself to manage emotions, build positive
relationships.

Generational differences shape how i use EI at work, by
influencing my teamwork and my communication
skills .



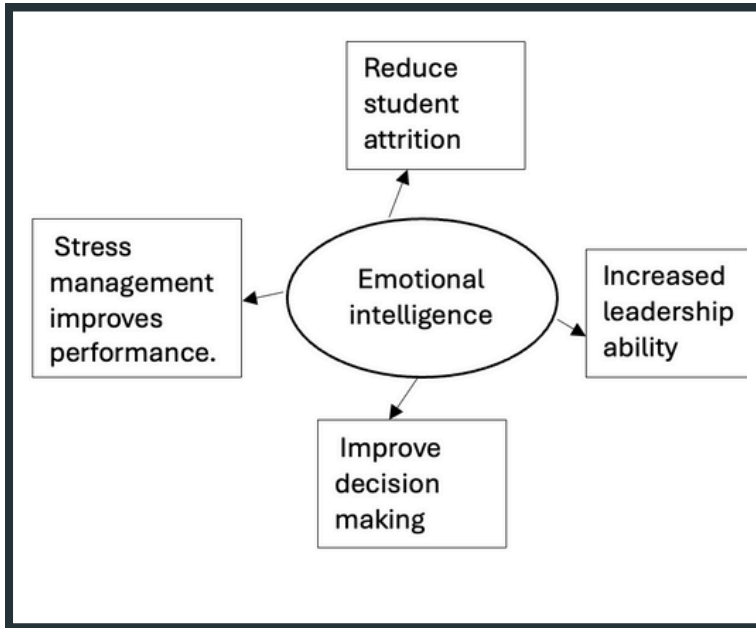
smart
move

Reduce my stress

A short break helps me reset and
return with positive energy and
focus, or talk with a friend.

quick
WIN

I remind myself that I
can stay calm and focus
on one step at a time.



When I feel worried,

I focus on factors within my control and develop a
practical plan to move forward.

Engaging in conversations with others can also
offer me support and valuable perspective in such
situations.

When I feel hurt,

I pause and try to understand the situation before
reacting. I remind myself, I prefer to talk things
through calmly and kindly

When I feel angry...

I give myself time to cool down and
listen to the other person's
perspective. Staying patient helps
me express myself respectfully and
maintain healthy relationships.

team
work

Conclusion

Although each generation demonstrates distinct
communication and leadership preferences, the
development of emotional intelligence can
effectively bridge these gaps by fostering
empathy, adaptability, and mutual respect.

Understanding my emotions helps me stay
balanced and respectful in different situations. It
also makes me a better listener, friend, and team
member