

Name: Shernet Gordon

Student Number: 2406662

Lecturer's Name: Taonga Kaonga

LCLM 5006 Component 1

Assignment: Developing Emotional Intelligence Skills

LEADING GROUP PROJECTS WITH EMOTIONAL INTELLIGENCE (EI)

1-Introduction

Emotional intelligence (EI) is the ability to recognise, understand, manage and influence emotions in ourselves and others (Goleman, 1998)

In group projects, EI helps students:

- ✓ Build positive relationships
- ✓ Manage conflict
- ✓ Handle pressure
- ✓ Work towards shared goals

(Mayer, Salovey & Caruso, 2026)

KEY MESSAGE

Technical skills help complete tasks. But emotional intelligence helps teams work together successfully.

2 – EI IN TEAMWORK

EI helps students manage challenges and work effectively together. (Petrides, 2021)

EI SKILLS	HOW IT HELPS	EXAMPLE IN GROUP PROJECT
 Self-awareness	Understand your emotions and behaviours	Recognising frustration before reacting
 Self regulation	Manage emotions appropriately	Staying calm during disagreements
 Motivation	Stay focused on goals	Maintaining effort before deadlines
 Empathy	Understanding others feelings	Supporting stressed team members
 Social Skills	Build relationships and resolve conflict	Encouraging collaboration and open communication.

3–UNDERSTANDING OTHERS EMOTIONS

Empathy improves communication, trust and team success. (Mayer, Salovey & Caruso, 2016)

Empathetic Behaviours



Active Listening
Listen without interrupting and show you care.

Perspective Talking Consider
different viewpoints and backgrounds.



Constructive Feedback
Give feedback that helps improvement, not criticism.

Example



A team members seems quiet.



With empathy:

- ✓ We check in
- ✓ We understand
- ✓ We support

Result: Better engagement and stronger team.

4 – Managing Your Own Emotions

Recognise your emotions and choose helpful responses (Goleman, 1998)

Trigger
(Pressure /Conflict)

Recognise Emotion
(Stress, Anger, Anxiety)

Pause & Reflect

Choose Response

Positive Outcome
(Better Communication & Teamwork)



Helpful Strategies

Mindfulness
Focus on the present moment to reduce stress.



Reflection
Understand your feelings and choose better responses.



Plan & Prioritise
Break tasks into small steps and manage time.



Pause Before Reacting
Take a moment before responding to conflict or criticism.

5-Generational Differences

Diverse generations bring different strengths and challenges (Petrides,2021)



Positive influence

- ✓ Diverse perspectives
- ✓ Different problem-solving approaches
- ✓ Wider communication styles



Challenges

- ✓ Different expectations of feedback
- ✓ Different attitudes to authority
- ✓ Different communications preferences



EI helps us adapt, show respect and work well with everyone (Mayer, Salovey & Csruso, 2021)

6- CONCLUSION & RECOMMENDATIONS

Ei is essential for successful group projects.



Know Yourself
Be aware of your emotions and strengths.



Manage Emotions
Stay calm, focused and solution-oriented.



Show Empathy
Understand and support your team.



Communicate Effectively
Listen, share openly and give feedback



Focus on Goals
Work together towards shared success