

EMOTIONAL INTELLIGENCE

How to Recognise, Regulate & Relate for Team Success



Introduction

Salovey and Mayer (1997) define emotional Intelligence as the ability to perceive , understand and regulate emotions to support personal development.

In a team setting , this translates to :

- **Self- aware** : Recognising your own emotional triggers and reactions.
- **Empathetic** : Actively listening and adapting communication to support others.



Challenges

- **Conflict**
- **Stress**
- **Unequal Workload**



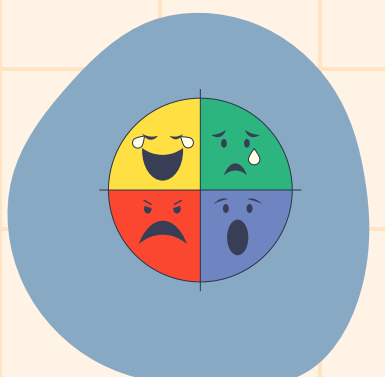
How to fix it ?

- Address it early , focus on the problem
- Identify what stress you , the root of this stress , set a realistic goals and take action
- Use task trackers to visualise the distribution, share fairly in your team



Stress/Burnout

- Set realistic goals
- take breaks, exercise, entertain, have fun
- Watch for teammate burnout.



Managing Emotions

- Pause before reacting to frustration
- Take a breath to regulate your response
- Reflect on your stress triggers
- Set realistic goals to avoid overwhelm



Method/Reflection

- **Research**: Sourced EI definitions from Coleman (1995) and the NHS (2020) to build theoretical understanding.
- **Observation** : Observed real-world student team dynamics, specifically noting signs of conflict , stress and disengagement.
- **Application** : Applied EI strategies, such as pausing before reacting and empathetic listening , to manage these challenges effectively .



Team Wellbeing understanding Others



Rest

- Breaks Boost Productivity encourages regular breaks /respect off- hours
- fuels your energy better by having a good sleep .

Psychological Safety

- Speak up without fear.
- Empathy: Check on teammates



Team Work

- Navigate conflict
- meet deadlines.
- gives Feedback.
- Share Workload



EI Action Plan



Understand Others

- Validate their views
- Kind Feedback



Summary

- Recognise your own emotions and of your teammates.
- Regulate stress by setting realistic goals and taking breaks.
- Relate by listening first and validating others' views.
- Wellbeing and rest are not optional—they are essential for team success.

References:

- Goleman, D. (1995) Emotional intelligence: Why it can matter more than IQ. New York: Bantam Books.
- Health Education England (2020) Emotional intelligence. Available at: <https://www.hee.nhs.uk/sites/default/files/documents/Emotional%20Intelligence.pdf> (Accessed: 1 July 2026).
- Cherry, K. (2022) What is emotional intelligence? Verywell Mind. Available at: <https://www.verywellmind.com/what-is-emotional-intelligence-2795423> (Accessed: 1 July 2026).