



# DEVELOPING EMOTIONAL INTELLIGENCE SKILLS

## Leading Group Projects with Emotional Intelligence

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### 1. INTRODUCTION



#### What is Emotional Intelligence?

Emotional Intelligence (EI) refers to the ability to recognise, understand, manage, and influence emotions in ourselves and others. According to Daniel Goleman (1995), EI is essential for effective communication, teamwork, leadership, and problem-solving.

#### Why is EI Important in Group Project?

Students often experience  
Different personalities and working styles  
Missed deadlines  
Conflict over responsibilities  
Stress and pressure before submission  
Difficulties giving and receiving feedback

Developing EI helps students respond positively to these challenges and work more effectively as a team.



### 2. EI IN TEAMWORK

| EI Skill                                                                                          | Application in Group Projects                 | Example                                           |
|---------------------------------------------------------------------------------------------------|-----------------------------------------------|---------------------------------------------------|
|  Self-awareness  | Understanding personal emotions and reactions | Recognising frustration during disagreements      |
|  Self-regulation | Managing emotions appropriately               | Staying calm during conflict                      |
|  Motivation      | Remaining focused on goals                    | Completing tasks despite challenges               |
|  Empathy         | Understanding team members' feelings          | Supporting a stressed teammate                    |
|  Social Skills   | Building positive relationships               | Communicating respectfully and resolving disputes |

#### COMMON TEAMWORK CHALLENGES & HOW EI HELPS

Conflict between members → Use empathy and active listening

Missed deadlines → Use constructive communication and shared planning

Negative feedback  
Respond professionally rather than emotionally

EI → BETTER COMMUNICATION → STRONGER COLLABORATION → SUCCESSFUL OUTCOMES



### 3. MANAGING YOUR OWN EMOTIONS

Recognise Emotional Triggers  
Examples: Feeling overwhelmed  
Receiving criticism  
Unequal workload  
Time pressure



EMOTIONS → RESPONSE → OUTCOME



**Example**  
Missed deadline  
Frustration  
Pause  
Discuss solution calmly  
Project stays on track



Mindfulness Focus on the present moment  
Reduce anxiety and stress



Reflection Identify emotional patterns  
Learn from experiences



Pause Before Reacting Take time before responding emotionally  
Prevent unnecessary conflict



Stress Management Break tasks into smaller goals  
Use schedules and prioritisation



### 4. UNDERSTANDING OTHERS' EMOTIONS

How does empathy improve teamwork?

Empathy enables students to understand the perspectives, emotions, and concerns of team members.

Constructive Feedback



Active Listening  
Give full attention  
Avoid interrupting



Perspective Taking  
Consider how others may feel  
Understand different viewpoints



Benefits ✓ Better communication  
✓ Increased trust  
✓ Reduced conflict  
✓ Greater team engagement  
✓ Higher project performance



### 5. METHOD / REFLECTION

Discuss during presentation

Information for this poster was gathered through:  
Academic research on emotional intelligence  
Observation of group project experiences  
Reflection on personal teamwork situations  
Analysis of common student challenges in collaborative learning



### 6. CONCLUSION / RECOMMENDATIONS

Emotional Intelligence helps students:

- Work effectively in teams
- Manage conflict professionally
- Stay motivated under pressure
- Understand and support others
- Achieve successful group outcomes



#### Practical Recommendations

-  Practice self-reflection regularly
-  Pause before reacting emotionally
-  Develop active listening skills
-  Give constructive feedback
-  Show empathy towards team members
-  Focus on solutions rather than blame



### 7. REFERENCES

- Goleman, D. (1995) *Emotional Intelligence: Why It Can Matter More Than IQ*. New York: Bantam Books.
- John D. Mayer and Peter Salovey (1997) 'What is emotional intelligence?', in Salovey, P. and Sluyter, D. (eds.) *Emotional Development and Emotional Intelligence: Educational Implications*. New York: Basic Books, pp. 3–31.
- Konstantinos V. Petrides (2009) *Psychometric Properties of the Trait Emotional Intelligence Questionnaire (TEIQue)*. London: London Psychometric Laboratory.

### 8. REMEMBER

It's not just what you know  
But how you manage yourself and  
Connect with others that leads to success

