



Emotional intelligence

LCLM 5006

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Introduction

- Emotional Intelligence (EI) is the ability to recognise, understand, manage and influence emotions in ourselves and others (Goleman, 1995). In university group projects, students often experience pressure from deadlines, different personalities and conflicting opinions. Developing emotional intelligence enables students to communicate effectively, resolve disagreements professionally and maintain positive working relationships. By applying EI skills, groups can improve collaboration, reduce conflict and achieve better academic outcomes.
- In group projects, students face challenges such as tight deadlines, different opinions, unequal workload and stress. Applying emotional intelligence helps us communicate effectively, resolve conflicts, stay motivated and achieve successful results together.

El in Teamwork. How can EI help peoples work efficiently in groups?

Self-awareness

Recognise personal emotions and emotional triggers.
Understand strengths and weaknesses.
Accept constructive feedback positively.

Self-regulation

Stay calm during disagreements.
Think before responding.
Manage frustration professionally.

Motivation

Stay committed to shared goals.
Encourage team members.
Maintain a positive attitude despite challenges.

Empathy

Respect different opinions.
Understand teammates' feelings and concerns.
Support members experiencing difficulties.

Social Skills

Communicate clearly.
Resolve conflict respectfully.
Build trust through cooperation.

Managing Your Own Emotions How can students stay productive and reduce stress?

How can students manage and recognise their own emotions to stay efficient and reduce stress in group projects?
Managing our own emotions helps us make better decisions, reduce stress and stay productive.

Practical Strategies

Mindfulness – Stay present and aware of your thoughts and feelings.
Try: Deep breathing or short mindfulness breaks.

Reflection – Check in with yourself regularly.
Try: Ask " How can I improve ?" and " Way ?"

Stress Management – Use healthy habits to manage stress.
Try: Exercise, good sleep, time management.



UNDERSTANDING OTHERS EMOTIONS



How can empathy and understanding the emotions of others improve communication, collaboration and team success?

Empathy allows us to connect with others, communicate effectively, and build a supportive team environment. According to Goleman (1995), empathy is a cornerstone of emotional intelligence that enables us to understand the emotional makeup of other people.

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Empathetic Behaviours in Action

Active Listening - Give your full attention, maintain eye contact and show you care.

Example: " I understand how you feel, tell me more."

Perspective-Taking - Try to see the situation from others' point of view.

Example: "They may have other commitments causing the delay.

Constructive Feedback - Give feedback kindly and helpfully.

Example: "Good work! To improve, we could try."

Mini - Case: Empathy in Action

Without Empathy

- Teammate misses deadline
- Others blame and criticise
- Tension increases
- Team morale drops

With Empathy

- Teammate is checked on
- Reasons are understood
- Support and solutions offered
- Trust and collaboration grow

CONCLUSION and RECOMMENDATIONS

Key Takeaways:

- EI improves communication, trust, and collaboration in group projects
- Managing our own emotions helps us stay productive and reduce stress
- Self-awareness helps us recognise our emotional triggers
- Understanding others' feelings helps us build stronger relationships
- EI leads to better teamwork and successful project

Practical Recommendations for Students:

- Get to know your emotions and triggers.
- Use simple strategies to manage stress.
- Listen actively and show empathy.
- Communicate openly and respectfully.
- Celebrate progress and support each other.
- Keep learning and reflecting on your EI skills.

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