



DEVELOPING EMOTIONAL INTELLIGENCE SKILLS

Leading Group Projects with Emotional Intelligence

LCLM5006

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1. INTRODUCTION



What is Emotional Intelligence (EI)?

Emotional Intelligence is the ability to recognise, understand, manage, and influence our own emotions and the emotions of others.

According to Goleman (1995), EI is essential for effective communication, teamwork, leadership, and problem-solving.

Why is EI Important in Group Projects?

- 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 challenges and work more effectively as a team.



2. EI IN TEAMWORK

How can Emotional Intelligence help students work effectively in groups?

EI SKILL	HOW IT HELPS IN GROUP PROJECTS	EXAMPLE
Self-awareness	Understand your own emotions and how they affect others.	Recognising frustration during disagreements.
Self-regulation	Control emotions and react appropriately.	Staying calm during conflicts.
Motivation	Stay focused on goals and don't give up.	Completing tasks even when it gets hard.
Empathy	Understand and care about how others feel.	Supporting a teammate who is stressed.
Social skills	Communicate clearly and build positive relationships.	Resolving disputes and encouraging everyone.

Common Teamwork Challenges and How EI Helps

Conflicts between members → Use empathy and active listening	Missed deadlines → Use clear communication and shared planning	Negative feedback → Respond calmly and focus on improvement
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EI → Better Communication → Stronger Collaboration → Successful Outcomes



3. MANAGING YOUR OWN EMOTIONS

How can students recognise and manage their own emotions?

Common Emotional Triggers

- Feeling overwhelmed
- Receiving criticism
- Unequal workload
- Tight deadlines
- Time pressure



EMOTIONS → RESPONSE → OUTCOME



Ways to Manage Emotions

- Mindfulness**
 - Focus on the present moment
 - Reduce stress and anxiety
- Reflection**
 - Identify emotional patterns
 - Learn from experiences
- Pause Before Reacting**
 - Take a moment before you respond
 - Prevent unnecessary conflict
- Stress Management**
 - Break tasks into smaller steps
 - Plan your time and prioritise



4. UNDERSTANDING OTHERS' EMOTIONS

How does empathy improve teamwork?

Empathy helps us understand others, build trust and communicate better.

Empathetic Behaviours



- Active Listening**
- Give full attention
 - Don't interrupt
 - Show you care



- Perspective-Taking**
- See things from their side
 - Respect different viewpoints

Constructive Feedback

- Instead of:
- ✗ "You never do your work."
- Use:
- ✓ "Is there anything stopping you from completing your task?"

Mini Case Example

A team member becomes quiet during meetings.



- Low EI Response**
- Assume they are lazy or not interested.



- High EI Response**
- Ask if they need support and encourage them to share.

Benefits of Empathy

- ✓ Better communication
- ✓ More trust
- ✓ Less conflict
- ✓ More engagement
- ✓ Better project results



5. METHOD / REFLECTION

(To be explained during presentation)

Information for this poster was gathered through:

- Academic research on emotional intelligence
- My own experiences in group projects
- Observation of common challenges in teams
- Review of EI can be applied in real situations



6. CONCLUSION & RECOMMENDATIONS

Key Takeaways

- ✓ EI helps students work better in teams.
- ✓ It improves communication, reduces conflict and helps achieve goals.
- ✓ Successful teamwork depends not only on skills, but also on understanding emotions—ours and others'.
- ✓ Developing EI leads to positive relationships and better outcomes.



Practical Tips for Students

- Practice self-reflection regularly.
- Pause before reacting emotionally.
- Develop active listening skills.
- Give constructive feedback.
- Show empathy towards others.
- Focus on solutions, not blame.

7. REFERENCES

- Goleman, D. (1995) *Emotional Intelligence: Why It Can Matter More Than IQ*. New York: Bantam Books.
- Mayer, J.D. and Salovey, P. (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.
- Petrides, K.V. (2009) *Psychometric Properties of the Trait Emotional Intelligence Questionnaire (TEIQue)*. London: London Psychometric Laboratory.

Remember

"It's not just what you know, but how you manage yourself and connect with others that leads to success."

