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**LECTURE: LEADERSHIP AND MANAGEMENT THEORY
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COMPONENT 2, REFLECTION

Reflection on Emotional and Cultural Intelligence (Gibbs' Reflective Cycle)

Description

During my studies and group projects, I have learned about emotional and cultural intelligence. Emotional intelligence means understanding my own feelings and the feelings of others. Cultural intelligence means being aware of different cultures and knowing how to communicate and work well with people from different backgrounds. In one of my group projects, we had students from several countries, and I noticed how our communication styles and expectations were different. This experience made me realize that I need to be more aware and flexible when working with people who do not share the same background as me.

Feelings

At first, I felt a bit nervous and unsure. Sometimes I didn't know how to respond to someone's behavior because I wasn't sure if it was rude or just cultural. For example, one team member didn't make much eye contact, and I thought they weren't interested. Later, I learned that in their culture, avoiding eye contact can be a sign of respect. I felt embarrassed that I had judged too quickly. However, I also felt proud that I was learning something new about people and communication.

Evaluation

The experience had both good and bad parts. The good part was that I became more patient and respectful. I also realized that emotional and cultural intelligence are very important for teamwork. The bad part is that sometimes I get frustrated when misunderstandings happen. I also noticed that I need to control my emotions better when things don't go as planned. Overall, the experience helped me grow and understand that good communication depends on empathy and open-mindedness.

Analysis

This situation showed me how emotional and cultural intelligence are connected. When I manage my emotions well, I can listen and understand others better. When I respect different cultures, people feel more comfortable and trust me more. I read that people with high emotional and cultural intelligence can build stronger relationships and solve conflicts more easily. I can see that now. For example, in my future workplace, I will probably meet people from different countries, so I must be able to adjust my behavior and communicate clearly. Being aware of my emotions and the emotions of others can help create a positive and respectful environment.

Conclusion

From this reflection, I learned that emotional and cultural intelligence are not just skills but also attitudes. They require practice, patience, and empathy. I need to be more self-aware and think before I react. I also need to learn more about other cultures to avoid misunderstanding people. These two types of intelligence can make me a better teammate and future professional.

Action Plan

In the future, I will keep improving these skills by reading about different cultures, listening carefully to others, and asking questions when I don't understand something. I will also try to stay calm when I feel stressed and think about how my emotions can affect my actions. I plan to take part in multicultural projects and practice empathy every day. By doing this, I can become a more emotional and culturally intelligent person, both in my studies and in my career.

