



Prifysgol Cymru
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BA (Hons)
Leadership and Management
Skills for the Workplace

Developing Emotional Intelligence Skills
LCLM5006

LEADING GROUP PROJECTS WITH EMOTIONAL INTELLIGENCE

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1. Introduction

Emotional Intelligence (EI) is the ability to recognise, understand and manage our own emotions while recognising and responding appropriately to the emotions of others. In university group projects, EI plays an important role in improving communication, teamwork and problem-solving. It helps students work together effectively, reduce conflict and achieve shared academic goals. (Goldeman, 2020)

2. EI in Teamwork

Emotional intelligence helps students work successfully in groups by developing **self-awareness, self-regulation, motivation, empathy and social skills**. These abilities encourage respectful communication, cooperation and trust. Students with high EI remain calm under pressure, accept constructive feedback and manage disagreements positively. As a result, teams work more effectively and are more likely to complete projects successfully.

3. Managing Own Emotions

Students can manage their emotions by using practical strategies such as:
Mindfulness

Reflection

Stress management

Taking a short pause before reacting

These strategies reduce stress, improve decision-making and help students remain productive during group projects.

(Mayer, Salovey and Caruso, 2004)

4. Understanding Others' Emotions

Empathy helps students understand the feelings, opinions and perspectives of teammates through:

Active listening

Perspective-taking

Constructive feedback

These behaviours strengthen communication, build trust and improve collaboration, leading to more successful project outcomes. (Singh, 2006)

5. Method / Reflection

This poster was developed using **lecture materials, academic literature and personal reflection** based on experiences of university group work. These sources helped demonstrate how emotional intelligence can improve teamwork, communication and overall group performance in an academic environment.

6. Conclusion / Recommendations

Emotional intelligence is an essential skill for successful group work. Students should develop **self-awareness, empathy, active listening and emotional self-regulation** to improve communication and teamwork. Practising mindfulness, respecting different opinions and providing constructive feedback can reduce stress, prevent conflict and help groups achieve better academic outcomes. 

References

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