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Introduction

Reflection helps me think about my learning and how I can improve in the future. In this reflective report, I will focus on Emotional Intelligence (EI) and Cultural Intelligence (CQ). EI means understanding my own emotions and the emotions of other people (Goleman, 1995). CQ means working well with people from different cultures and adapting behaviour when I meet people from different cultural backgrounds (Earley & Ang, 2003). I will use Gibbs' Reflective Model to guide my reflection. I will think about what I learned and what was good and challenging and what I will do to improve my EI and CQ in the future.

Main Body

In my learning experience, I learned that Emotional Intelligence (EI) is about knowing my feelings and the feelings of others. It includes self-awareness, self-control, empathy, motivation and social skills, which help people work well together (Goleman, 1995). I also learned that Cultural Intelligence (CQ) is about understanding different cultures and changing my behaviour in new cultural situations (Earley and Ang, 2003). These ideas helped me understand that good communication and teamwork need more than just knowledge. They also need emotional skills and respect for cultural differences (Cherniss, 2000).

When I first learned about EI and CQ, I felt interested but also worried. I felt interested because I want to improve how I speak and listen to others. I felt worried because I realised I sometimes do not manage my emotions well, especially when I feel stressed or confused. I also felt nervous about working with people from different cultures because I do not always understand what polite or correct behaviour is. However, learning these theories made me feel hopeful because they showed that everyone can improve through practice (Gibbs, 1988).

There were many good things about this learning. I learned more about who I am, my strengths, and the areas I need to improve. EI helped me understand that emotions can affect relationships and success in life (Cherniss, 2000). CQ helped me understand that culture can shape how people speak, think, and behave, and these differences should be respected (Ang and Van Dyne, 2008). However, there were also challenges. It is not easy to change my behaviour quickly. Managing emotions can be difficult, and cultural differences can sometimes confuse me. I learned that improvement takes time and patience.

EI and CQ are very important in education, work and daily life. EI helps me solve problems calmly and build strong relationships with others (Goleman, 1995). CQ helps me avoid misunderstandings and communicate in a respectful way with people from different backgrounds (Ang and Van Dyne, 2008). These theories show that both EI and CQ are key skills for success, especially in a global and diverse world.

I now have a clear plan to improve my EI and CQ. To improve EI, I will write in a diary each day to recognise my emotions and understand what causes them. I will also try breathing exercises when I feel stressed. To improve CQ, I will learn more about different cultures by reading and talking with people from other countries. I will ask questions politely when I do not understand something. This action plan will help me continue developing both EI and CQ step by step (Gibbs, 1988).

Conclusion

In conclusion, reflecting on Emotional Intelligence (EI) and Cultural Intelligence (CQ) helped me understand why these skills are important for my personal and professional life. Using Gibbs' Reflective Model helped me think about my learning, my feelings and how I can improve these skills. I now understand my strengths and weaknesses better. I also have a clear plan to manage my emotions and communicate more respectfully with people from different cultures. I believe that improving EI and CQ will help me become more confident, open-minded and successful in the future.

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