

The Role of Emotional Intelligence In Professionalism

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Presentation **OVERVIEW**

01

**ENHANCE
COMMUNICATION**

0

2

**CONFLICT
RESOLUTION**

0

3

**RELATIONSHIPS IN
WORKPLACE**



01

ENHANCE COMMUNICATION

OUR SOLUTIONS



**Managing
Conflict in
Teams**



**Client
Communication**



**Providing
Constructive
Feedback**



**Navigating
High Pressure
Situations**

Managing Conflict In Teams

**Recognizing
Personal
Emotions**

01

02

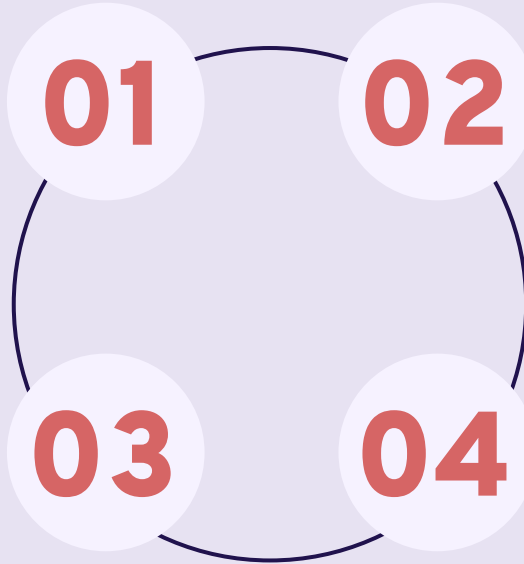
**Maintaining
Composure**

**Individualize
d Conflict
Resolution**

03

04

**Fostering
Respectful
Communication**



UNDERSTANDING THE PROBLEM



**ACTIVE
LISTENING AND
CLARIFICATION**



**BUILDING TRUST
THROUGH
REASSURANCE**



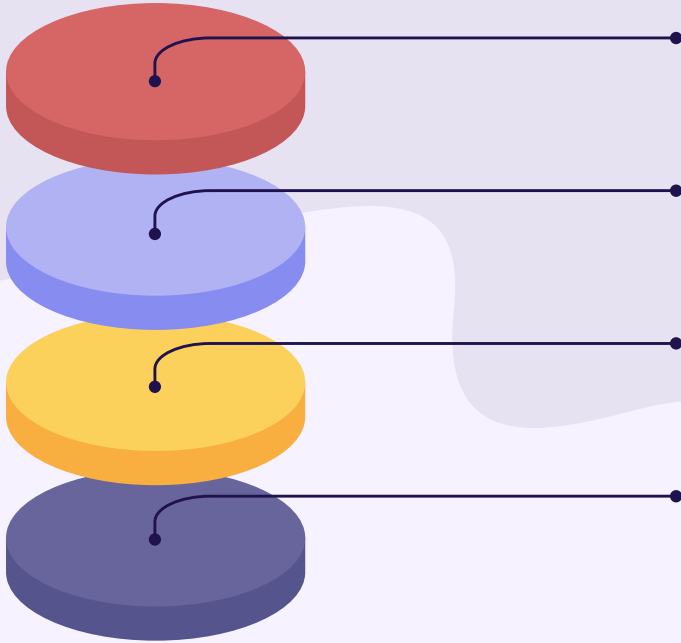
**RECOGNIZING
CLIENT EMOTION**



“Empathy not only allows you to accurately comprehend the emotions of your peers, but it also allows you to accurately grasp your own emotions.”

- Northwest Education Bureau

Providing Constructive Feedback



1

Prepare by Assessing the Situation

2

Begin with Positive Acknowledgement

3

Deliver Balanced Feedback

4

Encourage Dialogue and Support



**“Your objective in giving feedback
is to provide guidance by
supplying information in a useful
manner”**

- UNC Greensboro Journal

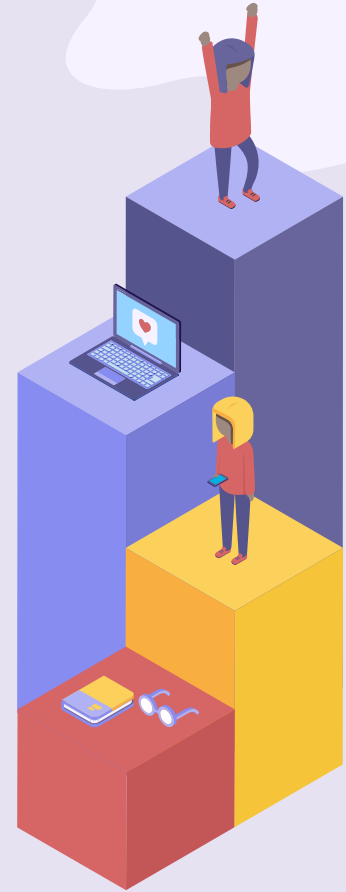
NAVIGATING HIGH PRESSURE

**STAYING CALM
UNDER
PRESSURE**

**SOLUTION-ORIENTED
LEADERSHIP**

**CLEAR
COMPOSED
COMMUNICATION**

**MAINTAINING
STAKEHOLDER
TRUST**



02

CONFLICT RESOLUTION



How Emotional Intelligence can fix conflict in a workplace

This is through having Empathy, Staying Calm, Focusing on Solution, and Building Trust within your coworkers

Empathy and Staying Calm

Understanding others
feelings and reactions



Managing Emotions both
physically and mentally

Focus on Solution and Build Trust



Listen To both sides, Do not get distracted with personal grievances

Find a solution to build trust within one another, it improves relationships within the workspace





03

Relationships In the Workplace

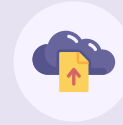
How EQ Helps in the **Workplace**



**Building Trust
and
Communication**



**Leadership and
Influence**



**Enhancing
Employee
Satisfaction and
Retention**

Building Trust and Communication

Fostering a Positive Work Environment

01

- People with high EQ tend to **create positive** interactions, building **trust** and making it easier for teams to work together **productively**.

Strengthening Team Cohesion

02

- They can sense when a **colleague needs support** and **offer** it, promoting **collaboration** and **teamwork**.

Reducing Misunderstandings

03

- EQ allows individuals to **anticipate** potential emotional triggers and avoid **miscommunication** that could harm relationships.

Leadership and Influence

Inspiring and Influencing others



- Leaders with high EQ understand what motivates their team members and can tailor their approach to inspire them effectively.

Adaptability



- Emotionally intelligent leaders can adjust their leadership style based on the emotional climate, helping to maintain harmony and productivity.

Emotional Support



- EQ enables leaders to recognize when someone is struggling emotionally and offer appropriate support, which builds loyalty and respect.

“Leaders with high EI can understand their team members’ needs and aspirations. They can communicate a compelling vision, inspiring others to align their efforts toward common goals. By recognizing and appreciating individuals’ contributions, these leaders create a sense of purpose and motivation within their teams.”

-Louis Carter, *The Power of Emotional Intelligence in Leadership*

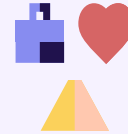


Enhancing Employee Satisfaction and Retention



Recognition and Appreciation

- Leaders who are emotionally intelligent are more likely to **respect** their employees' personal lives and **support** work-life balance, which **enhances** employee **morale**.



Work-Life Balance

- Managers with high emotional intelligence are better at **recognizing** the **efforts** and **contributions** of their employees, leading to greater job **satisfaction**.

THANKS



Do you have any questions?



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