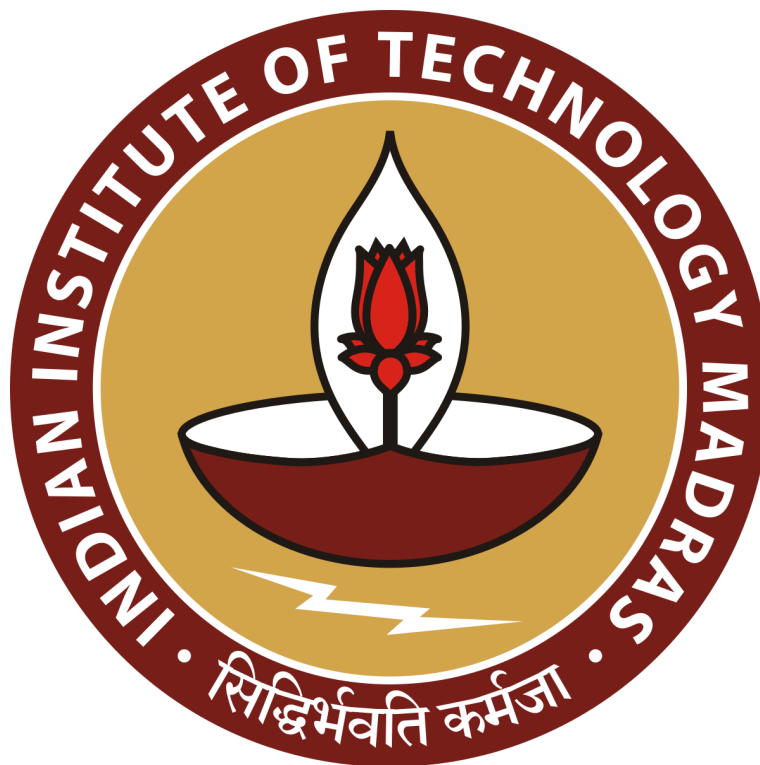# Bridging Conflicts with Emotional Intelligence : A Workplace Perspective

Project Report for Milestone 1 of Strategies for Professional Growth

Submitted by

Team Number : Team 30

Course Term : September 2024

IIT Madras BS Degree Program

Indian Institute of Technology Madras, Chennai

Tamil Nadu, India, 600036

1. Team Details

S No.	Roll Number	Name	Designation	Personality Type
1	21F2001257	Satyaki Goswami	Team Lead / Documentation Head	**INTP-A**
2	21F1001507	Shreya Shambhavi	Creative Head	**INFJ-T**
3	21F1004587	M S Puja Sri	Research Head (Science)	**INTP-T**
4	21F2000283	Adarsh Pradhan	Communications Head	**ENFP-T**
5	21F1002287	V S Yasaswi Kapila	Research Head (Social Science)	**ENFJ-T**

2. Overview

The project titled **"Bridging Conflicts with Emotional Intelligence: A Workplace Perspective"** is a study which focuses on developing a framework for improving workplace dynamics through emotional intelligence (EI henceforth). It seeks to provide a thorough exploration of the theoretical foundations of EI, emphasising on how its core elements can be applied to enhance interpersonal relationships and facilitates conflict resolution within the workplace. Involving primary as well as secondary data collection, this project will involve a comprehensive study and exploration of EI competencies and their relationship with team management, motivation, conflict resolution, and personal growth.

3. Objectives

- To explore the theoretical framework of EI
- To investigate the role of EI in conflict resolution and team dynamics

- To identify how empathy, motivation, and self-awareness improve workplace collaboration(s)

- To propose strategies for incorporating EI into workplaces to foster a positive work environment.

- To put forward a mechanism that treats the issue at hand objectively while being careful about its subjective nature.

4. Expected Outcomes

- A step-by-step model for professionals to use EI principles in resolving workplace conflicts.

- A comprehensive understanding of EI in the workspace in terms of empathy, motivation, and self-awareness.

- Potential ideas and concepts for tools which can study the relationship between EI competencies and personality types - their alignment towards the improvement of team cohesion.

- Potential ideas and concepts for tools which can track an employee's EI growth over time and suggest personalised strategies for workplace regulations.

- Valuable Insights from Primary and Secondary Research which could be further extrapolated.

- Potential ideas and concepts for tailoring programs for leaders and teams which focus on the role of EI in Workspace Management.

5. Project Scope

The project aims to explore both the theoretical and practical aspects of EI, offering actionable solutions for workplaces to enhance their dynamics through empathy, self-awareness, and other elements of the emotional spectrum in order to add to effective conflict management. It will consider the practical scenarios and case studies, from sectors such as IT and HR, through detailed literature reviews and analysis of authentic accounts from professionals. The research methodology will

involve the collection of primary data through interviews with industry professionals, as well as secondary data from scholarly literature, online articles, and case studies.

6. Timeline along with Work Breakdown Structure

For accessing Gantt Chart to visualise the timeline of the project, kindly **Click Here**

S No.	Task	Description	Responsible	Start Date	End Date	Contingency Plan
1	Select Team Leader	Team will decide on the leader by consensus based on the shared project interest.	All	September 25	September 26	Rotation of leadership responsibilities if no agreement is reached.
2	Select Project Topic	Finalise the topic for the group project	All	September 26	September 29	Suggest alternative topics if consensus isn't reached.
3	Design Team Contract	Design the document for the team contract using	Shreya	October 4	October 13	Puja can take over in case Shreya is not available

		editing tools like Canva				
4	Complete Team Contract	Draft and finalize the answers for the team contract.	Satyaki (Leader)	October 1	October 15	Leader submits the final draft even if all team members aren't responsive.
5	Primary Resource Identification	Identify 5 individuals for interviews. Gather details on their backgrounds like role, nature of organisation, work experience etc.	All	October 1	October 15	Assign a backup interviewer if someone drops out.
6	Secondary Resource Collection	Identify and collect relevant articles, blogs,	All	October 1	October 10	Team can redistribute work if needed.

		case studies, and videos on emotional intelligence. Each member must gather a minimum of 3 resources				Collecting resources in excess in case of any issues.
7	Self-Assessment (Personality Profile)	Complete personality test and write 1–2 page individual reports.	All	October 10	October 13	-
8	Team Personality Profile	Complete the exercise questions for team personality and draft report.	All	October 12	October 15	Leader finalises submission if team member's delay.

9	GP1 Deliverables Review and Submission	Team members review and submit the Milestone 1 deliverables	All	October 13	October 15	-
10	Interview Preparation	Draft and finalise interview questions based on EI research.	Yasawi and Puja	October 16	October 24	Team members review and finalise together.
11	Conduct Interviews	Conduct interviews with the external participants.	All	October 20	October 30 (tentative)	Arrange new external participants if someone drops out.
12	Interview Analysis and Findings	Analyse interviews and compile key insights.	Adarsh	November 30	November 7	Delegate analysis tasks to remaining members if needed.

13	Secondary Research Review	Finalise secondary research findings and integrate them into the report.	Yasaswi and Puja	October 20	November 31	Adarsh takes over if other members cannot complete.
14	Case Study Drafting	Draft the case study, including methodology and findings from interviews and research.	All	October 25	November 4	Satyaki takes over drafting if other team members face delays.
15	Video Presentation	Plan, record, and compile video presentations summarising findings and interviews.	Shreya	November 1	November 5	Puja to complete video editing and compilation even if others are unavailable.
16	Poster Design	Design and finalise poster	Shreya	November 3	November 7	Puja designs posters, and

		summarising the project for GP2 submission.				Satyaki assists if needed.
17	GP2 Deliverables Final Review and Submission	Review the final report, video, and poster, and submit GP2 deliverables	All	November 5	November 10	Satyaki handles submission if other members aren't available.

7. Primary Resources

S No.	Name	Job Profile	Current Company/Organisation	Years of Experience	Interviewed by
1	Sayantan Datta	Team Lead (OPS Support)	Wipro Technologies, Kolkata	9 years 7 months	Satyaki Goswami
2	Shikha Saini	Cloud Service Operations Specialist	Accenture, Bengaluru	11 years 7 months	Shreya Shambhavi
3	Bindhu Madhavi Jagadabi	Primary and Middle School Math Teacher	Accord School, Andhra Pradesh	8 years	M S Puja Sri

| 4 | Vishesh Jain | Software Engineer | Dell, Bengaluru | 1 year | Adarsh Pradhan |
| 5 | Eppal Poojitha | HRBP | Accenture, Hyderabad | 3 years | V S Yasaswi Kapila |

8. Secondary Resources *(Not an exhaustive list; more to be added)*

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9. Team Personality Profile

1. In terms of Energy, the team has three Introverted members (Shreya, Puja, and Satyaki) and two Extroverted members (Adarsh and Yasaswi). This mix allows deep discussions and lively interactions, balancing diverse perspectives. Establishing clear disagreement/conflict resolution strategies would be essential to include everyone's energy level and comfort.

2. In terms of Mind, all the members are Intuitive. This suggests a potential of thriving on innovative thinking and abstract ideas. At the same time, the team should take care of practical details and implementation techniques - establishing clear processes and feedback mechanisms.

3. In terms of Nature, the team has three Feeling members (Shreya, Yasaswi, and Adarsh) and two Thinking members (Puja and Satyaki). This is a good blend of EI and empathetic communication. However, the team must balance emotional considerations and logical analysis.

4. In terms of Tactics, the team has three Prospecting members (Puja, Adarsh, and Satyaki) and two Judging members (Shreya and Yasaswi). This mix encourages exploration of new ideas but to ensure success in terms of flexibility and spontaneity, the team should establish clear goals and deadlines while allowing room for innovation.

5. In terms of Identity, the team has four Turbulent members (Shreya, Puja, Adarsh, and Yasaswi) and one Assertive member (Satyaki). The assertive member can provide clear direction and decisiveness while the Turbulent members can contribute adaptability and sensitivity. It is important to make sure that the assertive voice does not suppress the perspectives of the more turbulent members.

Q. Do certain personality traits make people good team members? If so, what are they and why are they important? If not, why not?

Ans. Although it is certain that some personality traits can enhance a team's effectiveness, each trait has its own pros and cons. Extroverts bring energy and sociability, promoting communication but may dominate discussions. Introverts provide depth and reflective thinking, though they can struggle to assert themselves in larger groups. Intuitive members drive innovation but may overlook practical details, while thinking members offer logical analysis, which can sometimes seem overly critical. Feeling members enhance empathy and support but may avoid tough decisions for harmony. Judging members ensure organisation but can resist flexibility. Turbulent members are adaptable and responsive, whereas assertive members provide clarity but may overshadow quieter voices. Balancing these traits is crucial for fostering an inclusive and effective team environment.

Q. Is it more effective for teams to be composed of members who have different personality type or similar personality types?

Ans. It is generally more effective for teams to be composed of members with different personality types. Diverse perspectives enhance problem-solving and innovation by bringing varied strengths to the table. In Team 30, the blend of introverts and extroverts facilitates both deep analysis and energetic brainstorming, while the combination of feeling and thinking members ensures balanced decision-making. Additionally, the mix of prospecting and judging types allows for flexibility while

maintaining structure. This diversity helps the team adapt to challenges and encourages a richer dialogue, ultimately leading to more robust outcomes compared to a homogenous team that may lack varied insights.

The graphical representation of all the personality types in Team 30 are given below :

Donut Chart for Energy

Donut Chart for Mind

Donut Chart for Nature

Donut Chart for Identity

Donut Chart for Tactics