**TITLE OF THE SYNOPSIS**

**"The Impact of Emotional Intelligence and style of conflict resolution on performance in high and low stress situations".**

**INTRODUCTION TO THE TOPIC**

Lack of emotional intelligence is one the leading cause of conflict, as the root of all conflict is a lack of sensitivity on the part of one or both parties and sensitivity is directly related to one's emotional intelligence. Managers or leaders who are high on emotional intelligence will be able to mitigate problems long before they have a larger impact on the company.

Stress in the workplace reduces productivity, increases management pressures, and makes people ill in many ways, evidence of which is still increasing. Workplace stress affects the performance of the brain, including functions of work performance; memory, concentration, and learning. Stress at work also provides a serious risk of litigation for all employers and organisations, carrying significant liabilities for damages, bad publicity and loss of reputation. It is here that emotional intelligence comes to our rescue and guides us to respond appropriately to different stressors. Emotional Intelligence helps to cope up with stressful situations. Stress management, therefore, largely depends upon striking an emotional balance between a potential stress condition and one’s reaction to it.

**OBJECTIVES OF THE STUDY**

1) To measure the Emotional Intelligence of the Business Executives.

2) To identify the weak components of Emotional Intelligence of Business Executives for the purpose of identifying their Training Needs.

3) To ascertain the relationship between Emotional Intelligence of Business Executives and Job Stress.

4) To relate the Emotional Intelligence of Business Executives with their

respective Overall Performance.

5) To broadly assess whether the existing Training and Development Programmes aim at strengthening Emotional Intelligence components of Business Executives.

**RESEARCH METHODOLOGY**

**Primary sources**

Looking into the objectives and information needed, I have chosen following two methods as per the response of the subject:-

* Schedules
* Personal Interview.

**Scheduler Method**

Schedules (Performa containing a set of questions) will be fill in by the respondents.

**Personal Interview Method**

To take personal interview wherever it will be essential.

**Secondary sources**

Information was collected from secondary sources such as employee survey, newspapers advertisements, newsletters, etc.

**Sample size:** The sample size shorted out from the population (universe set) is 50 nos. to draw the conclusion of the study.

**Sampling Technique**

Sampling techniques can be broadly classified in to two types:

* Probability Sampling (here the every item in the universe have the equal chance of inclusion in the sample)
* Non Probability Sampling (Here the item in the sample are deliberately selected by the researcher like institution)

This project will be based on the non-probability, purposive, quota sampling.

**Research Type :** Descriptive

**Tools for Analysis**

- Bar Chart

- Pie Chart

**LIMITATIONS OF THE STUDY**

* The employees were reluctant to give correct information.
* Even though the employees gave correct information during the unstructured interview conducted, they gave positive answer while answering the questionnaire.
* The investigator intended to cover only few areas of stress relevant to the proposed study.
* As the study was done within a limited time, investigator could not select a sufficiently large sample for the study.

**QUESTIONNAIRE**

Name :

Age :

Designation :

Education :

1. Do you think that you are undergoing any stress in your job?

a) Yes b) No

2. If yes, according to you, which of the following do you think cause stress?

a) Work load b) Work timings c) Meeting targets d) Ventilation

3. In which of the following areas do you face a problem due to stress in your job?

a) Health b) Psychological c) Meeting targets d) Work itself

4. Are you comfortable with the working environment in which you work?

a) Yes b) No

5. Does Stress in the work place have an impact over your basic performance?

a) Yes b) No

6. Do you get frustrated due to excessive stress in your job?

a) Yes b) No

7. Does stress act you on a daily basis or it is encountered while meting targets?

a) Daily basis b) Meeting targets c) Some times

8. How do you think stress in the work place, which is internal innature can be stopped?

a) Flexible work hours b) Distributed work load c) Timely targets

d) Periodic relaxation Others\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

9. Do you thin work Stress Management improves the morale of the employees and employee Good Will?

a) Yes b) No

10. What measures do you suggest in controlling the Stress causing factors? (Tick as many)

a) Counseling b)Job rotation c) Leisure breaks d Informal relationship

11. If usage of work Stress Management techniques boost up confidence of the employees?

a) Yes b) No

12. Do you feel using work Stress Management techniques will improve the working environment?

a) Yes b) No

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