



TEAMWORK SERIES

USING EMOTIONAL INTELLIGENCE to Resolve Conflict in Teams



Self-Awareness

Pause and become aware of your emotions. Think about what you need to do to maintain professionalism in this situation?



Self-Regulation

Use breathing strategies or cognitive reframing to calm yourself. Take some time to develop a proactive and positive response.

Empathy

Listen to your colleague to understand their feelings. Ask questions. Imagine the thoughts and emotions your colleague is experiencing and how that must feel.



I wanted to share how I feel about my workload right now.

This is good to know. Thanks for the heads up!

Relationship Skills

How can you tap into your interpersonal skills to communicate your concerns effectively?



Motivation

Focus on a common goal. Use your skills of compromise and persuasion to develop a plan for resolution and an agreement to move forward.



Adapted by PATHS, York University from:
Goleman, D. (2004). What Makes a Leader? Harvard Business Review, 82(1), 82–91.

<https://ecampusontario.pressbooks.pub/paths/>