



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/>