

## The Role of Emotional Intelligence in Conflict Resolution: A Cross Sectional Study

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### **Abstract:**

Understanding, managing, and resolving problems in a peaceful and beneficial way is the goal of conflict resolution. Understanding of self-emotions, as well as those of others, is a requirement for emotional intelligence. Conflict resolution requires the capability to understand the viewpoints of others and to empathize with them, especially when parties have a history of deeply held disagreements. According to research, people with high emotional quotients are more inclined to approach problems in a positive and cooperative way, which results in more favorable outcomes. At times when there is a conflict socially, it is the emotional intelligence that keeps a person calm and composed during such situation. Additionally, emotionally intelligent people can read and understand the emotions of others, which allows them to respond to the wants and worries more effectively. To be précised, effective conflict resolution depends on having strong emotional intelligence. Fostering effective and peaceful conflict resolutions requires the capacity to recognize, regulate, and understand self-emotions as well as those of others. Therefore, to improve the ability to resolve conflicts, people and organizations alike should give emotional intelligence skills top priority.

**Keywords:** *Self Awareness, Empathy, Relationship Management, Self-Regulation, Problem Solving.*

### **Introduction:**

Life will inevitably involve conflict, which can happen in a variety of settings, including social settings, professional situations, and personal relationships. Conflicts between people frequently result in high emotions, which makes it challenging to come to a consensus that pleases everyone. It not just helps in pacifying the conflicts between individuals but also help in a healthy environment to work in or stay in. It is equally important in the growth and development of individuals as well as the people they are associated with. The capability to recognize, understand, and control self-emotions as well as of others is what is known as emotional intelligence, and this can be quite useful in resolving conflicts. Since it is easier for those with high emotional intelligence to successfully navigate challenging social circumstances, the idea of emotional intelligence has been a topic of discussion recently. Skills like Self-awareness and self-regulation, along with empathy motivation and social skills are some of the competencies that make up EI. These abilities help people control the impulses, appreciate other people's viewpoints, recognize the emotions and how they affect the behavior, and interact effectively with others. Emotional intelligence can assist people in approaching issues in a cool, collected manner when it comes to conflict resolution. People are better able to control

the emotions and speak effectively when they are aware of the emotions as well as the factors that can intensify a situation. This enables them to openly communicate the needs and concerns, actively engage in the conversations around them, and cooperate to find a win-win solution (Serrat, O., & Serrat, O. 2017).

Empathy is a crucial aspect of emotional intelligence that is particularly important for resolving conflicts. People are better able to grasp others' motivations and concerns and perceive situations from one's point of view when they can empathize with others. This may ease tensions and encourage a more fruitful exchange of ideas. Social abilities including communication, cooperation, and bargaining are included in emotional intelligence in addition to empathy. As it enables people to accurately express the wants and concerns and comprehend the views of others, effective communication is crucial for conflict resolution. Being able to cooperate with others to achieve a common goal and come to an agreement on solutions makes collaboration and negotiation skills essential for conflict resolution (Ioannidou, F., & Konstantikaki, V. 2008).

People can employ a variety of techniques to use emotional intelligence to resolve conflicts. Focusing on fostering understanding and rapport with the other side is one important tactic. To do this, it is a must to actively listen to the other person, respect the viewpoint, and express empathy for the emotions and worries. Taking a step back from the situation, breathing deeply, and concentrating on a positive conclusion are all excellent ways to control emotions. A more fruitful conversation may result from this helping to lower tension (Cherniss, C. 2010). Finally, emotional

intelligence is crucial for resolving disputes. Individuals can approach confrontations in a cool, collected manner by being able to identify self-emotions and have a control over it. Important elements of emotional intelligence that can aid in effective conflict resolution include empathy, effective communication, collaboration, and negotiation abilities. By using emotional intelligence, people can work towards win-win solutions and forge closer bonds with others.

### **Literature Review:**

An individual's capability to identify and control both individual's and other people's emotions is known as emotional intelligence (EI). It entails handling disagreements and conflicts in a positive way. Conflict resolution is an essential component of interpersonal relationships. As researchers have looked at how emotional intelligence (EI) may enhance communication, foster understanding, and encourage collaboration, there has been an increase in interest in the function of emotional intelligence in conflict resolution. The idea of emotional intelligence has four main components which can be classified as self-awareness and regulation, social awareness and managing relationships—serves as the theoretical foundation. An individual's capacity to deal with difficult social situations, such as conflict resolution, includes several interrelated factors as well.

### **Self-awareness and Self-Regulation:**

Because it enables people to manage one's own emotions and behaviors during a conflict, self-regulation plays a crucial role in conflict resolution. This can assist to deescalate the situation and find a solution that is acceptable to both parties. People

may say or do things that are harmful or counterproductive while they are engaged in a disagreement because the emotions may be high. However, people are better able to remain calm, listen intently to the other person, and express one's own wants and concerns in a helpful way when they can control the emotions and behavior. To effectively resolve conflicts, people need to be able to control own biases and prejudices. People are less likely to let bias affect the behaviors and decisions when they are conscious of the own biases and can control how they respond to them. Additionally, self-control can assist people in concentrating on resolving the disagreement rather than becoming overwhelmed by the associated emotions. People are more likely to think creatively and come up with a solution that satisfies everyone's needs if they stay composed and logical. Conflict resolution can benefit greatly from self-awareness. Understanding one's own thoughts, feelings, and behaviors that contribute to the conflict is crucial for effective conflict resolution because conflict results from a clash of viewpoints, wants, and ambitions. It takes a great level of self-awareness to do this (Sunindijo, R. Y., & Zou, P. X. 2013).

**Social Awareness and Managing Relationships:** Critical elements of a conflict resolution are awareness of the society and the ability to manage relationships. When two or more people have opposing viewpoints, interests, or objectives, conflict may result. Social awareness is the capability to recognize and understand the needs, emotions, and viewpoints of others. Building and keeping a positive relationship with others is part of relationship management. To effectively resolve conflicts, people need to be able to comprehend the thoughts and feelings of

others. It necessitates empathy, attentive listening, and the capacity to put oneself in the shoes of another person. People can address the problems and come to a mutually beneficial solution by being conscious of each other's feelings and wants. Because it fosters mutual respect and trust between the parties, relationship management is essential for conflict resolution. Positive relationships between people increase the likelihood that they will cooperate to find a solution to the issue. Effective communication, compromise, and negotiation are all part of managing relationships. In conclusion, social awareness and relationship management are crucial for conflict resolution because they enable people to empathize with others, consider the needs and views, forge enduring bonds with them, and cooperate to find a win-win solution (Boyatzis, R. E. 2009).

**Importance of Emotional Intelligence in conflict resolution:** Identification and comprehension of emotions is related to emotional intelligence, which also enables people to recognize and comprehend the emotions of others. Understanding the emotional condition of the other person in a conflict situation can help to diffuse the situation and arrive at a mutually beneficial solution. Emotional intelligence makes it easier for people to communicate successfully, especially when there is a conflict. To comprehend the viewpoint of another person and to convey one's own in a non-threatening and non-judgmental manner, effective communication is necessary. Empathy is a key trait in conflict resolution and is developed through emotional intelligence. People are more likely to be receptive to finding a solution when they feel heard and validated. It's critical to successfully control your

emotions because they can become highly charged in conflict situations. To be able to react to situations calmly and logically, people need to be able to control own emotions, which is something that emotional intelligence may help with. By doing so, the conflict may be de-escalated, and a solution may be found. People with emotional intelligence are better able to think creatively and come up with solutions for challenging issues (Clarke, N. 2010).

**Barriers to effective conflict resolution:** Although emotional intelligence is crucial for resolving conflicts, there are some obstacles that may make it challenging to use emotional intelligence in these circumstances. High levels of emotion: It can be challenging to successfully control emotions when they are present in a fight. Before attempting to resolve the argument, it's crucial to take a step back and try to control your own emotions. Lack of self-awareness: Self-awareness is an important component of emotional intelligence. Individuals need to be aware of how they are behaving in public. This will not only keep them composed but will also ensure that no rash behavior is expressed socially. Lack of empathy: Empathy is another crucial component of emotional intelligence, and without it, it can be challenging to comprehend the viewpoint of the other person and identify a point of agreement for ending the disagreement. Defensive behavior: People who feel attacked or judged may behave defensively and be less receptive to the viewpoints of others. Due of this, it could be challenging to engage in fruitful dialogue and arrive at a consensus. Lack of efficient communication: Conflict resolution requires effective communication, and those lacking it may find it difficult to convey the feelings and needs and to

comprehend those of others. Cultural differences can also be a hindrance to using emotional intelligence in dispute resolution. People from other cultures may have different ways of expressing the feelings and ways of communicating, which can cause misconceptions and make it challenging to come to an agreement (Cartwright, S., & Pappas, C. 2008).

### Objectives of the study:

To ascertain the role of emotional intelligence in conflict resolution

### Research Methodology:

This research is based on collecting data from 217 people to research on the role of emotional intelligence in conflict resolution. The study used an empirical approach to analyze the data, which involved using frequency distribution to examine the patterns and trends in the responses.

### Data Analysis and Interpretation:

**Table 1 Individuals with high emotional intelligence are better equipped to express their emotions effectively and understand the emotions of others**

Particulars	Agree	Disagree	Can't Say	Total
Respondents	189	15	13	217
% Age	87.10	6.91	5.99	100

Table 1 presents that with the statement individuals with high emotional intelligence are better equipped to express their emotions effectively and understand the emotions of others, it is discovered that

87.10% of the respondents expressed their agreement with this statement.

**Table 2 Emotional intelligence helps individuals step into the shoes of others, fostering empathy and facilitating a deeper understanding of the underlying issues**

Particulars	Agree	Disagree	Can't Say	Total
Respondents	185	17	15	217
% Agree	85.25	7.83	6.91	100

Table 2 presents that the statement emotional intelligence helps individuals step into the shoes of others, fostering empathy and facilitating a deeper understanding of the underlying issues, it is discovered that 85.25% of the respondents expressed their agreement with this statement.

**Table 3 Emotional intelligence equips individuals with the ability to manage their emotions effectively, preventing them from escalating the conflict further**

Particulars	Agree	Disagree	Can't Say	Total
Respondents	181	19	17	217
% Agree	83.41	8.76	7.83	100

Table 3 presents that with the statement emotional intelligence equips individuals with the ability to manage their emotions effectively, preventing them from escalating the conflict further, it is discovered that 83.41% of the respondents expressed their agreement with this statement.

**Table 4 Emotional intelligence helps in building trust and rapport among individuals involved in a conflict**

Particulars	Agree	Disagree	Can't Say	Total
Respondents	177	21	19	217
% Agree	81.57	9.68	8.76	100

Table 4 presents that with the statement emotional intelligence helps in building trust and rapport among individuals involved in a conflict, it is discovered that 81.57% of the respondents expressed their agreement with this statement.

**Conclusion:**

Effectively understanding, controlling, and expressing emotions can aid people in navigating challenging circumstances, fostering positive connections with others, and, ultimately, successfully resolving conflicts. People having more emotional intelligence are capable to approach conflict with empathy and understanding, as well as to recognize and value the opinions of others. This can therefore facilitate the development of rapport and trust, which makes it simpler to identify points of agreement and arrive at a win-win solution. A person's ability to successfully control own emotions might also help them avoid escalating a fight or making rash decisions. People can stay focused on fixing the problem instead of getting distracted by their own feelings or prejudices by remaining calm and sensible throughout the situation. In conclusion, emotional intelligence is a critical competency in conflict resolution, especially in the modern day where

successful collaboration and communication are key. People can acquire the skills necessary to resolve disputes amicably and establish fruitful connections with others by developing their emotional intelligence.

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