

01

Self-Awareness

Pause and become aware of your emotions.

Think about what you need to do to remain calm and professional in this situation?

02

Self-Regulation

Use breathing strategies or cognitive reframing to calm your emotions.

Develop a proactive and positive response, rather than reacting.

05

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.

Using Emotional Intelligence to Resolve Conflict

03

Empathy

Listen to your colleague to understand why they feel the way they do. Ask questions.

Imagine the thoughts and emotions your colleague is experiencing and how that must feel for them.

04

Relationship Skills

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