

# EMOTIONAL INTELLIGENCE & CONFLICT RESOLUTION

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March 2022



# OUTLINE

## Conflict

- What it is
- Why it is difficult

## Emotional Intelligence

- What it is
- How to develop

## Conflict Resolution Techniques

- Impact of a high EQ

# CONFLICT

What is conflict?

Difference of opinion or interests

Why is it inevitable?

Subject to a person's perspective or life experience

What contributes to conflict?

Unclear expectations

Poor communication

Inconsistent messaging

Body language



# CONFLICT

## Upstairs Brain

Allows us to think before we act  
Decision-making  
Control over emotions & body  
Focus/concentration  
Empathy  
Self awareness

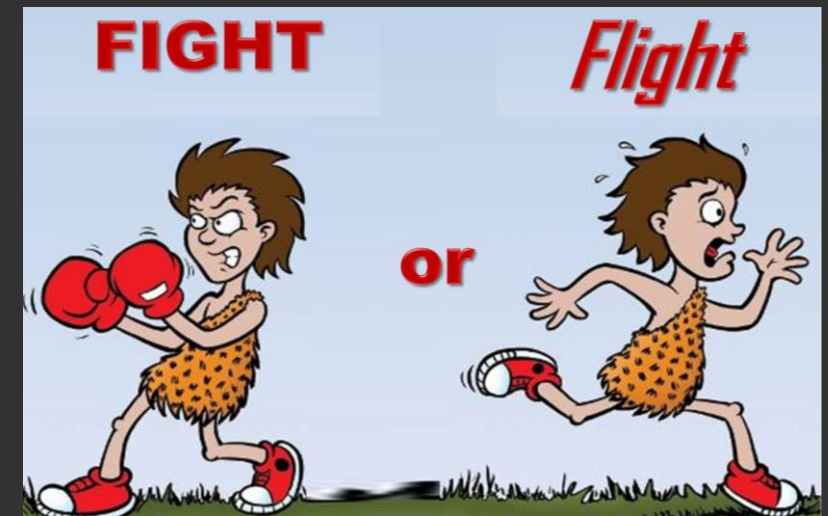


## Downstairs Brain

Allows us to act before we think  
Fight/Flight response  
Emotional reactions  
Bodily functions

Source: Siegel & Bryson "The Whole Brain Child"

Why is it difficult to manage?  
Acute Stress Responses  
Fight or Flight  
Makes it difficult to act logically



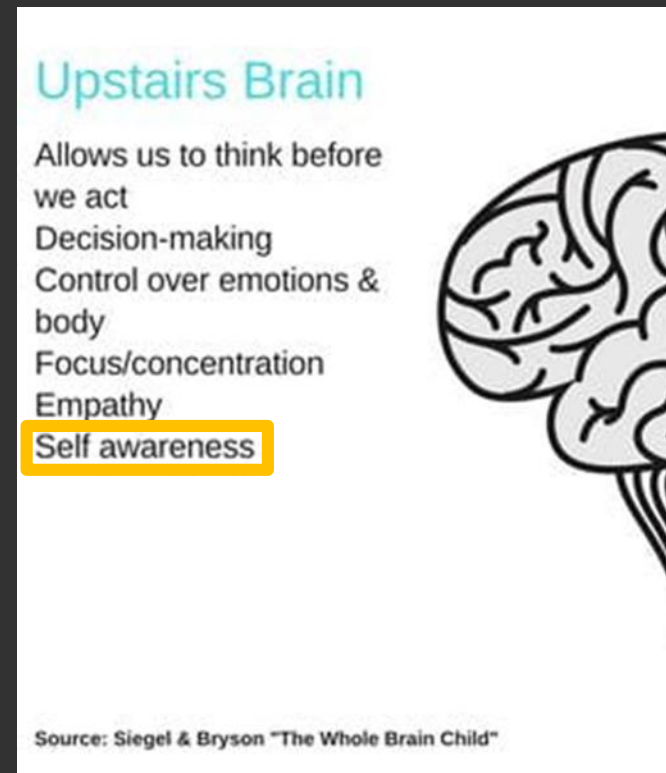
# EMOTIONAL INTELLIGENCE (EI)

## What is Emotional Intelligence (EI)?

Ability to recognize and understand emotions in yourself & others, and use this awareness to manage your behavior and relationships

## Four skills of EI

1. **Self-Awareness** →
2. Self-Management
3. Social Awareness
4. Relationship Management



# EMOTIONAL INTELLIGENCE (EI/EQ)

## What it IS:

A critical skill for those that lead and motivate others

A set of competencies that can positively impact both our professional and personal lives

Learnable

The foundation for building trust between people

## What it ISN'T:

About being “soft”

A bunch of “touchy feely” stuff

An unchangeable trait, like IQ

About being a psychologist

# PERSONAL COMPETENCE

Ability to be aware of how our own emotions tend to direct our behavior

## Self-Awareness

Understand personal emotions in the moment they occur

Develop a catalogue of behavior that follows certain emotions

## Self-Management

- Understand behavior or tendency that follows a certain emotion (based on catalogue)
- Direct or change behavior to accomplish the outcome desired

# SOCIAL COMPETENCE

Ability to understand how other people's feelings lead to their behaviors

## Social Awareness

Identify emotions of others

Understand the "driver" of the behavior of others

## Relationship Management

- Combining personal competence and social awareness to manage interactions successfully



# CONFLICT RESOLUTION STYLES

## Five Conflict Handling Styles

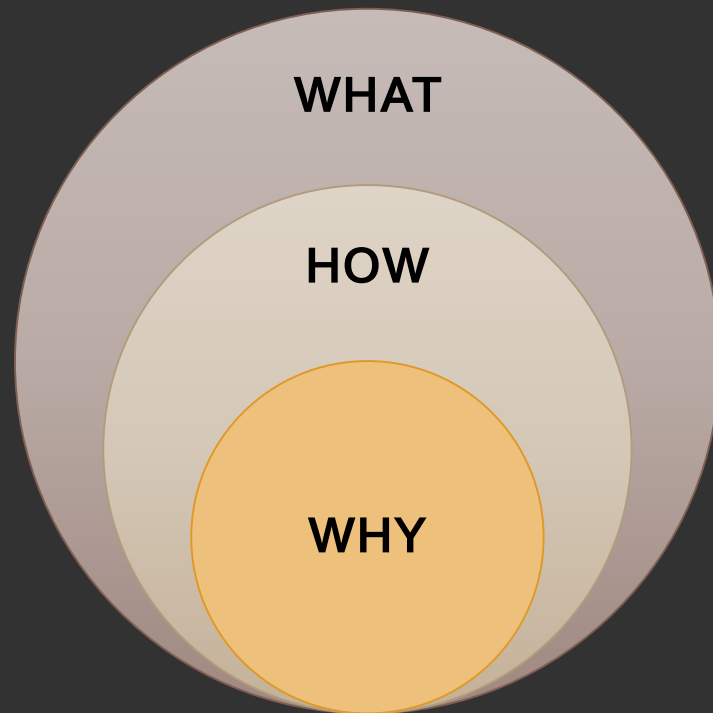
1. Accommodate (I Lose, You Win)
2. Avoid (I Lose, You Lose)
3. Compromise (We Both Win, We Both Lose)
4. Compete (I Win, You Lose)
5. Collaborate (I Win, You Win)

## Negotiation & Influence

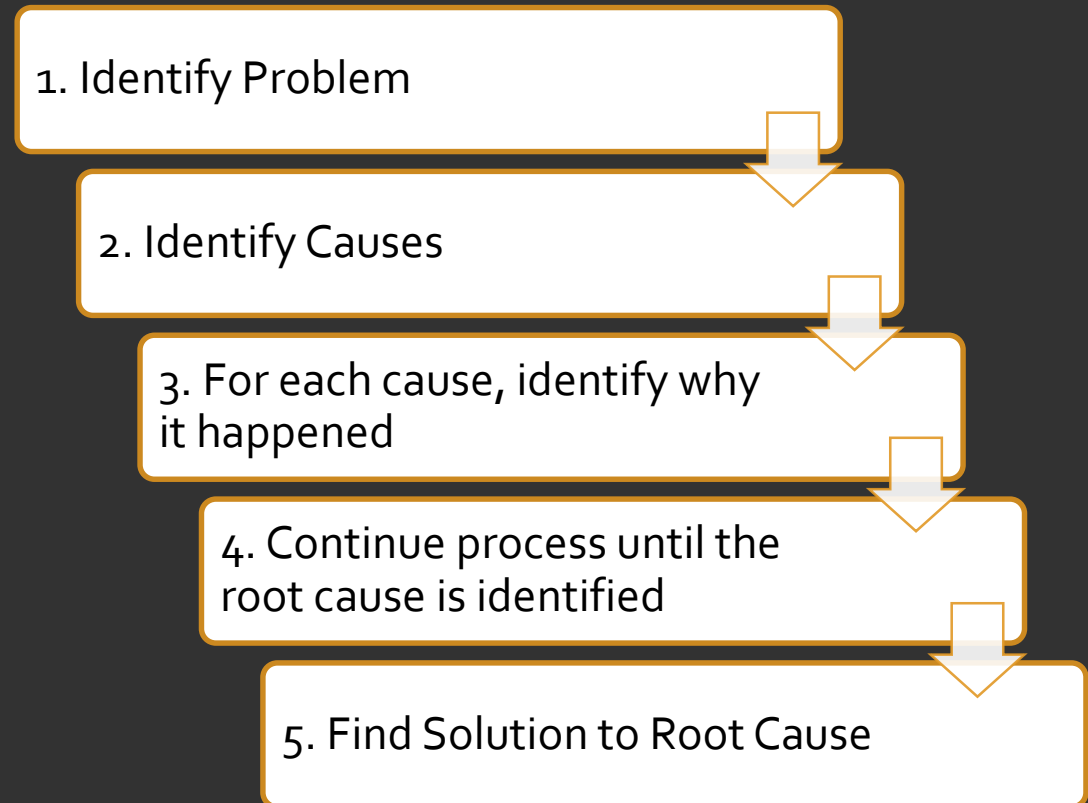
1. Principled Negotiation
2. Reciprocation
3. Commitment & Consistency

# PROBLEM-SOLVING TECHNIQUES

## The Golden Circle



## 5-Whys



# CONCLUSION

Develop and constantly refine **emotional intelligence** skills

Understand and deploy appropriate **conflict resolution** and **negotiation** practices

Communicate the **WHY** of a project and get to the **root** of any problems

# TO LEARN MORE...

Bradberry, T. & Greaves, J. (2009). *Emotional Intelligence 2.0*. TalentSmart

Cialdini, R. (2007). *Influence: The Psychology of Persuasion*. HarperCollins.

Sinek, S. (2009). *Start With Why*. Penguin Group.

Abrashoff, Cpt. D.M. (2008). *It's Our Ship*. Hachette Book Group.