**Title of presentation:** Conflict management and Emotional Intelligence (EI)

**Purpose:** Effective conflict managers must possess a plethora of strategies, tactics, and skills to establish the proper conditions for collaborative problem solving and EI is a skill set that can help in all the stages and styles of conflict management.

**Overview of the Project:** As adults we participate or decide not to, on average on five conflicts a day; therefore, is important to develop a conflict management plan which can be more useful than the one we learned from our childhood or we unconsciously use to cope. EI can help us manage our conflicts more efficiently and effectively. By using EI, we can concentrate on promoting positive emotions in the conflict management, which can enhance creativity in generating options, promote trust and goodwill, encourage integrative solutions, facilitate compliance with agreements, and engender overall satisfaction in the various parties to negotiation. EI can create positive emotions and trust which in turn might contribute to the mitigation of conflict in future interactions.

**Conclusions and Implications:** People with high EI are more effective conflict managers. EI has several things in common with conflict management such as the need to become self-aware, self-reflective, and practice the skill sets. Just learning or reading about them does not affect our performance, we need to use role-play, reflection, and try to include them as part as our chosen behavior. Some implications are we can use EI skills: shifting our position, and monitoring and managing our connections, to enhance our conflict management tool box.
References