## **IJARSCT**



## International Journal of Advanced Research in Science, Communication and Technology

International Open-Access, Double-Blind, Peer-Reviewed, Refereed, Multidisciplinary Online Journal

Impact Factor: 7.67

Volume 5, Issue 11, March 2025

## The Impact of Emotional Intelligence on High Performance and Conflict Management in the Workplace

Dr. Bina Sarkar, Khushi Vivek Kalkumbe, Reuben Dcosta

Ajeenkya DY Patil University, Pune, Maharashtra

Abstract: In today's dynamic business environment, emotional intelligence (EI) plays a crucial role in enhancing employee performance and managing workplace conflicts. Organizations that cultivate EI among their workforce benefit from improved collaboration, effective decision-making, and reduced conflicts. This paper explores how emotional intelligence contributes to high performance and conflict resolution through case studies and research reports. It highlights the importance of self-awareness, empathy, and social skills in creating a positive work culture, ultimately leading to increased productivity and reduced workplace disputes. The study relies on real-world case studies from leading organizations like Google and Starbucks, as well as research findings from the Harvard Business Review, to demonstrate how emotional intelligence positively influences organizational outcomes.

DOI: 10.48175/IJARSCT-26551

Keywords: emotional intelligence





