

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

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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.*

Keywords: emotional intelligence

