

## Using Emotional Intelligence in Times of Conflict and Difficult Situations

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### Abstract

The idea behind emotional intelligence is very popular at present. The impact of emotional intelligence is noteworthy in every area of human life, regardless of what it may be. Emotional intelligence has become a highly popular and interesting topic for many researchers. Research related to emotional intelligence has been and continues to be conducted by many individuals. This research aims to summarize the findings of numerous studies conducted on emotional intelligence, allowing for the collection of concrete material and findings. Additionally, this research seeks to gather information about the evolution of emotional intelligence and the related concepts and models proposed by researchers over time. Furthermore, it endeavours to determine the usefulness of emotional intelligence in stress, conflict, and problematic situations across various fields of human life.

**Key Words: Emotional Intelligence, Emotional Quotient, Conflict**

