

# ISPA



# CII

CENTRO  
DE INVESTIGAÇÃO  
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## 2011 CICLO DE CONFERÊNCIAS ISPA

11 NOVEMBRO > 12:30H > AUDITÓRIO 1

### EMOTIONAL INTELLIGENCE AND RESPONSE FLEXIBILITY: MANAGING CONFLICTS IN THE WORKPLACE



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Key theories of social and emotional intelligence have emphasized the importance of analyzing social and emotional information, and of adapting one's behavior in light of this information, in order to manage self and others. Thus, intelligent social behavior is thought to require flexible attunement to goals, to context, and to the individuals with whom one interacts. Yet, empirical research has largely overlooked the role of response flexibility in this realm. In this talk, I will present the results of recent studies that seek to address this gap in the literature, building upon my earlier studies of emotional intelligence and emotion regulation. Furthermore, I will discuss implications for assessing and training emotional and interpersonal skills.

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