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## **The Role of Emotional Intelligence in Resolving Industrial Conflicts (VM Garments)**

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### **ABSTRACT**

Industrial conflicts are a common issue in organizations, often caused by disagreements between employees, teams, or management. These conflicts, if left unresolved, can lead to reduced productivity, low morale, increased stress, and even legal challenges. Traditional methods like mediation or arbitration are often used to resolve these conflicts, but they may not always address the emotional factors that drive them. When emotions are not well managed, conflicts tend to escalate, making resolution more difficult.

Emotional Intelligence (EI) refers to the ability to understand and manage one's own emotions, as well as the emotions of others. EI is crucial for effective communication, empathy, and conflict resolution, which are all vital in preventing and addressing workplace disputes. However, the role of EI in resolving industrial conflicts has not been fully explored, especially in practical, real-world settings. Many organizations focus primarily on legal or procedural aspects of conflict resolution, neglecting the emotional dynamics that often contribute to misunderstandings and tensions.

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**Keywords: Emotional Intelligence, Conflict, Employee**

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### **INTRODUCTION**

In today's rapidly evolving industrial landscape, effective conflict resolution is a key factor in maintaining a harmonious and productive workplace. Industrial conflicts, particularly in manufacturing sectors like garment production, often arise due to issues such as labor disputes, communication breakdowns, differing expectations between management and employees. These conflicts, if left unresolved, can severely impact organizational performance, employee morale, and overall company reputation.

For companies like VM Garments, a leading player in the garment industry, managing industrial conflicts through EI could significantly enhance their conflict resolution strategies. By leveraging emotional intelligence, both management and workers can engage in more constructive dialogues, reducing the likelihood of escalation and fostering a collaborative atmosphere. EI can empower leaders to better understand the emotional under currents of conflicts, while also enabling employees to express concerns in a way that minimizes confrontation and promotes mutual understanding.

This paper explores the role of emotional intelligence in resolving industrial conflicts at VM Garments. It will examine how EI can be applied in real-world scenarios, the benefits of adopting EI-driven strategies, and the potential challenges that may arise in integrating emotional intelligence into traditional conflict management frameworks. Through this analysis, the paper aims to provide valuable insights into the practical application of emotional intelligence in industrial conflict resolution, contributing to a more positive and productive work environment at VM Garments.

## The Impact of Emotional Intelligence on Conflict Resolution and Problem Solving




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### PROCESS OF THE ROLE OF EMOTIONAL INTELLIGENCE IN RESOLVING INDUSTRIAL CONFLICTS

The process of using Emotional Intelligence (EI) to resolve industrial conflict involves several key steps. First, individuals with high EI can recognize and understand their own emotions, allowing them to remain calm and composed during tense situations. They also exhibit empathy, which helps them understand the emotions and perspectives of others involved in the conflict. By managing emotions effectively, EI-equipped individuals can facilitate open, respectful communication, reducing misunderstandings and preventing escalation. Through active listening and emotional regulation, they foster a collaborative approach to finding solutions, focusing on mutual interests rather than personal grievances. EI also encourages positive relationships and trust, creating a work environment where conflicts are addressed constructively and proactively. Ultimately, this emotional awareness and control contributes to more effective and lasting conflict resolution in industrial settings.

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### STATEMENT OF THE PROBLEM:

The lack of emotional intelligence training and awareness in many workplaces is a significant problem. Employees, especially those in leadership roles, may lack the skills needed to manage emotions effectively, leading to unproductive or harmful conflict resolution strategies. Without EI, employees may struggle to communicate, empathize with others, or resolve conflicts constructively. This gap in emotional skills can create an environment where conflicts persist or worsen. Thus, the problem lies in understanding and applying emotional intelligence as a tool for resolving industrial conflicts. This study seeks to explore how EI can help manage conflicts more effectively, reduce tensions, and improve relationships among employees. By investigating the connection between EI and conflict resolution, this research aims to offer insights into how organizations can integrate emotional intelligence into their strategies for creating a more harmonious and productive work environment.

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### OBJECTIVES OF THE STUDY:

- To examine the impact of emotional intelligence on conflict management strategies in the workplace.
- To identify the emotional intelligence skills that are most useful in resolving industrial conflicts.

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### RESEARCH METHODOLOGY

- **Nature of the study:** Descriptive research is used for conducting the research
- **Nature of the Data:** Both the Primary and Secondary data are utilized for conducting the study
- **Source of Data:** Primary data method was adopted to collect the data through the issue of questionnaire. Secondary data is used to collect reviews.
- **Method of sampling:** Purposive Sampling method is used for the study
- **Size of Sample:** The size of sample to be taken is 75 employees
- **Tools used for the study:** Percentage analysis , Rank Analysis

**RESULTS AND DISCUSSION**

**TABLE 1- GENDER OF THE RESPONDENTS**

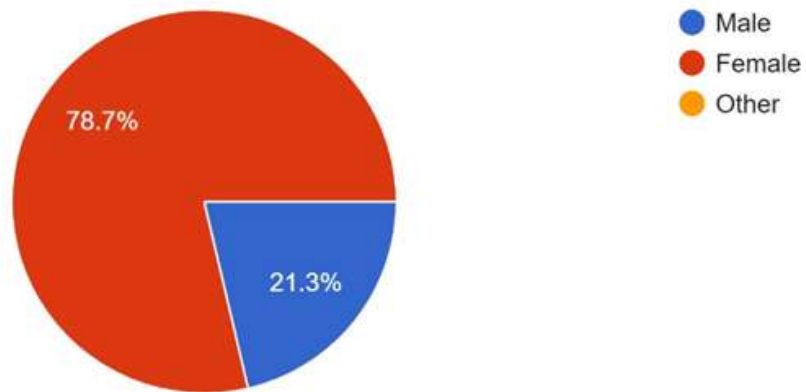
Gender	No of Respondents	Percentage
Male	16	21.3%
Female	59	78.7%
Total	75	100%

**INTERPRETATION**

The above table reveals the gender. It is clear that 21.3% of them are male and 78.7% of them are female.

**CHART 1 –GENDER OF THE RESPONDENTS**

2. Gender  
75 responses



**TABLE 2- AGE OF THE RESPONDENTS**

S.No	Age	No of respondents	Percentage
1	Above 18-25 yrs	37	49.3%
2	Above 26-30 yrs	19	25.3%
3	Above 31-40 yrs	13	17.3%
4	Above 41 yrs	6	8%
	Total	75	100%

Source: Primary Data

**INTERPRETATION**

The above table reveals the age of respondents. It is clear that 49.3% of them above 18-25 yrs, 25.3% are above 26-30 yrs, 17.3% are between above 31-40 yrs, 8% are between above 41 yrs.

**CHART 2 – AGE OF THE RESPONDENTS**

### 3. Age of the respondent

75 responses

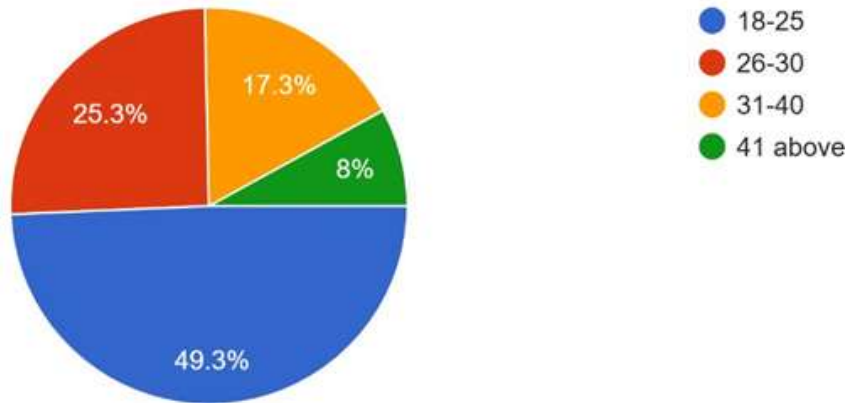


TABLE 3- WORK EXPERIENCE OF THE RESPONDENTS

S.No	Experience	No of Respondents	Percentage
1	Less than 1 year	16	21.6%
2	1-3 years	38	51.4%
3	4-7 years	16	21.6%
4	More than 7 years	4	5.4%
	Total	75	100%

Source: Primary Data

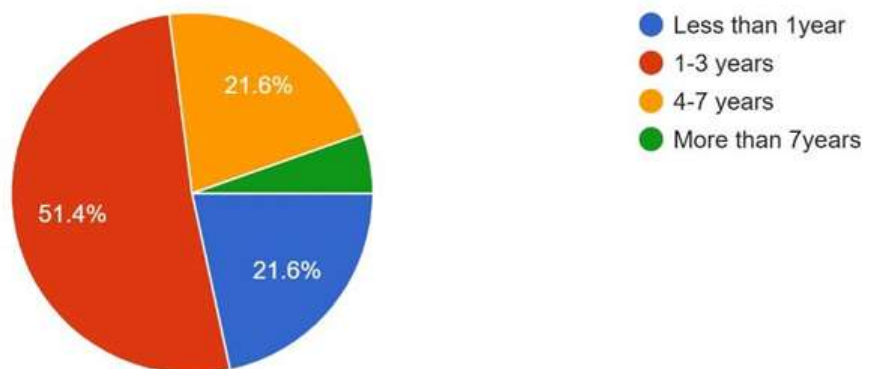
#### INTERPRETATION

The above table reveals the work experience of respondents. It is clear that 21.6% of them have experience less than 1 year, 51.4% have 1-3 years of experience, 21.6% are between 4-7 years of experience and 5.4% have more than 7 years of experience.

CHART 3 – WORK EXPERIENCE OF THE RESPONDENTS

### 4. How long have you been working in your current role?

74 responses



#### RANK ANALYSIS METHOD

TABLE 4: RANK ANALYSIS FOR FAMILIARITY OF CONCEPT OF EI

S. No	Familiarity of EI	No of respondents	Rank
1	Very Familiar	27	2
2	Some What Familiars	31	1
3	Heard of it but not sure what it means	26	3
4	Not Familiar at all	4	4
	Total	75	100

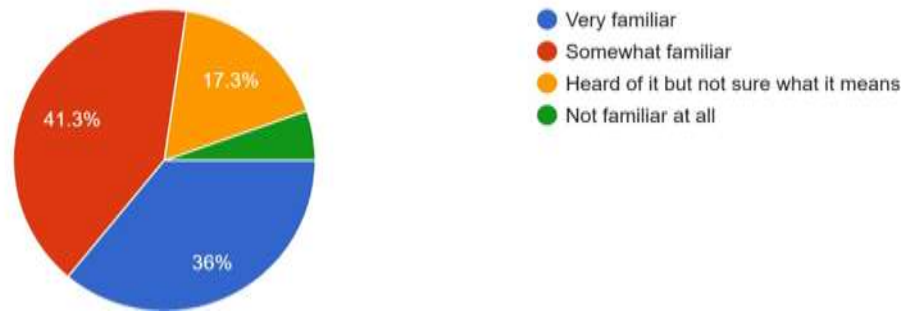
Source: Primary Data

#### INTERPRETATION

The above table reveals the respondents ranking towards familiarity towards Emotional Intelligence. It is clear that Rank 1 is given to somewhat similar option, Rank 2 to is given to Very familiar option, Rank 3 is given to heard about EI but not sure about it and Rank 4 is given to Not familiar at all.

#### CHART 4 – FAMILIARITY OF CONCEPT OF EI AMONG EMPLOYEES

5. How familiar are you with the concept of emotional intelligence  
75 responses



#### TABLE 5- RANK ANALYSIS FOR FREQUENCY OF CONSIDERING EMOTIONS IN WORKPLACE CONFLICT RESOLUTION

S. No	Emotions When Resolving Workplace Issues	Total No of Respondents	Rank Based on the Number of Respondents
1	Always	26	1
2	Often	22	2
3	Sometimes	20	3
4	Rarely	7	4
Total	75		

Source: Primary Data

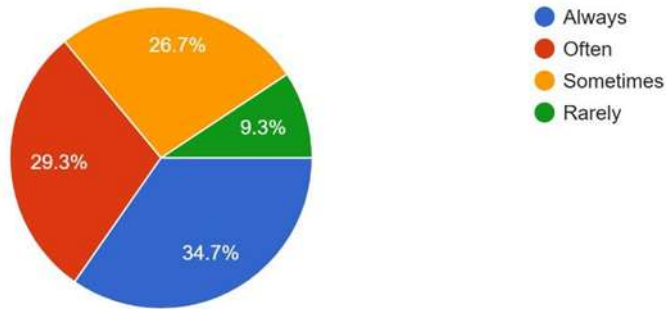
#### INTERPRETATION

The above table reveals the respondents opinion towards resolving of workplace conflicts. It is clear that of most of the respondents say that always they resolve workplace conflicts. This is followed by Often, Sometimes and Rarely.

#### CHART 5: FREQUENCY OF CONSIDERING EMOTIONS IN WORKPLACE CONFLICT RESOLUTION

## 7. How often do you consider emotions when resolving workplace conflicts?

75 responses



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## CONCLUSION

Emotional intelligence (EI) plays a critical role in resolving industrial conflicts at VM Garments. By fostering better communication, understanding, and empathy among employees and management, EI helps to address the underlying emotional and interpersonal issues that often fuel conflicts. The ability to manage one's emotions and recognize the emotions of others promotes a more collaborative and harmonious work environment, reducing the likelihood of escalation. Moreover, leaders with high emotional intelligence are better equipped to make informed decisions, mediate disputes effectively, and motivate teams toward common goals. Integrating EI into conflict resolution strategies at VM Garments not only leads to smoother operations but also enhances employee satisfaction and overall organizational success. Therefore, prioritizing emotional intelligence in both individual and organizational development can be a key factor in preventing and resolving industrial conflicts.

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