

LEADERSHIP FOUNDATION

MODULE 3

# Emotional Intelligence & Conflict Resolution

*The ability to read a room, manage your reactions, and resolve tension defines the best leaders.*

MODULE OVERVIEW

# What You'll Learn

Lesson 1

**Emotional Intelligence in Practice**

Lesson 2

**Conflict Resolution Frameworks**

# Emotional Intelligence in Practice

- Self-awareness: recognising your triggers under pressure
- Self-regulation: responding instead of reacting
- Empathy: understanding before being understood
- Social skill: building relationships that sustain performance

# Conflict Resolution Frameworks

- Why conflict avoidance is the most expensive leadership habit
- The DESC model: Describe, Express, Specify, Consequences
- Mediating team disputes without taking sides
- When to coach, when to direct, when to escalate

KEY CONCEPT



*The best spa leaders don't avoid conflict. They address it early, directly, and with empathy — before it poisons the team.*

## PRACTICAL EXERCISE

# Apply What You've Learned

Identify your top three emotional triggers at work. Write a conflict resolution plan for a recurring team issue. Practise one difficult conversation using the DESC model.

## LEARNING OUTCOMES

*By completing this module, you will be able to:*

- 1 Identify personal emotional triggers and develop coping strategies
- 2 Apply the DESC model to workplace conflict
- 3 Mediate team disputes with fairness and clarity
- 4 Build emotional resilience for high-pressure operational environments

# Required Submissions

## **Trigger Analysis**

Documented self-reflection on emotional triggers with management strategies.

## **Conflict Resolution Plan**

Applied DESC model to a real or realistic scenario with evidence of outcome.

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# Module 3 Complete

*Next: Module 4*