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Emotional Intelligence in the Management of Interpersonal Conflicts Within the Educational Field

Author: MSc. Angie Rodriguez

Email: angie.angiecarolina1999@gmail.com

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ABSTRACT

The purpose of this research was to apply a compendium of activities based on Emotional Intelligence and its influence on the Management of Interpersonal Conflicts Within the Educational Field, especially in students in the 5th grade, section "A", of the Educational Unit "Carrasquelero", Calabozo Guárico State; for this, the Model of Analyzing a Conflict by Juan Pablo Lederach, Styles of Confronting Thomas-Kilman Conflicts, Erick Erikson Psychosocial Theory, Bandura Social Learning Theory, Emotion Theory and Carl Roger Humanist Theory were approached; which allowed the student to understand and prevent or lessen interpersonal conflicts. It was framed within the socio-critical paradigm, under the Participating Action Research method, with the participation of five (05) key informants: two (02) students and three (03) teachers in charge of the 5th grade of the school under study, who were applied a guide of interviews that gave way to methodological procedures such as categorization, structuring, contrast, triangulation and theorizing of information, presented in descriptive matrices. The findings revealed that conflict is an aspect that occupies a considerable place in life: to think that it can happen without it is utopian; but what can be done is to learn to solve it creatively; hence, education as a building factor in a more just, less conflictive, more participatory society, with better growth possibilities, should lead the process in and for the prevention of conflict, which means learning to analyze and resolve them peacefully.

Descriptors: Emotional Intelligence, Conflict Management, Interpersonal Relations.

Biographical Review: Docente Ordinario de la Universidad Rómulo Gallegos, en el Área Ciencias de la Educación. Licenciada en Educación Integral y Magister en Educación Mención Orientación. En Pregrado se ha desempeñado como profesora de las Unidades Curriculares: Lengua Castellana I, Lengua Castellana II, Lenguaje y Comunicación, Literatura Infantil, Literatura Prehispánica y Latinoamericana, Literatura Venezolana y Regional, Trabajo de Investigación I, Trabajo de Investigación II, Seminario y Trabajo de Grado. En Postgrado, en la Maestría de Educación Mención Orientación, impartió las asignaturas: Fundamentos de la Orientación, Metodología de la Investigación y Orientación Sexual. Actualmente es Coordinadora de la Oficina Sectorial de Admisión, Control y Evaluación, OSACE Calabozo, UNERG.