

## ULearnIT Featured Resource

### Navigating Other People's Emotions

Organizational and interpersonal dynamics, along with high pressure situations, can sometimes cause others to behave unprofessionally. The way you react to their behavior can have a lasting effect on your future relationships. But, by building emotional intelligence, or emotional IQ, you can ensure that you'll be able to understand and acknowledge other people's emotions and maintain strong relationships with them.

In this course, you'll learn how to recognize emotional awareness in, actively listen to, and empathize with others by developing emotional intelligence, also known as EQ. You'll also discover how to apply organizational awareness and empathy to enhance your workplace relationships.

*25 minutes*

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