

# **EMOTIONAL INTELLIGENCE (EI), CULTURAL INTELLIGENCE (CQ), AND CONFLICT MANAGEMENT IN THE HOTEL INDUSTRY**

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Emotions play an important role in conflicts and have implications on individuals such as in stress, frustration, burn out and can reflect negatively on the organization in terms of less productivity. Emotionally intelligent individuals can regulate emotions in interpersonal relationships in organizations. Individuals with higher levels of EI are more able to engage in collaborative conflict resolution. Conversely, individuals with lower level of EI are more likely to engage in greater use of the conflict resolutions strategies of forcefulness and avoidance. Over a decade, studies in EI have shown that EI can be a positive predictor for employees' emotional skill, job performance, and customer emotions. Furthermore, people who have cultural intelligence will adapt and understand to work with different culture and background. Host workers will have good interaction with expatriates and vice versa because both of them have cross-culture knowledge. If they do not have enough knowledge of cross-culture, conflicts will occur.

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