



## Mains Practice Question

**Q.** In the context of international relations, how can diplomats leverage emotional intelligence to facilitate peaceful conflict resolution? (150 words)

28 Dec, 2023 GS Paper 4 Theoretical Questions

### Approach

- Begin by briefly defining emotional intelligence in the context of international relations and explain its relevance to diplomatic endeavors.
- Discuss how can diplomats leverage EI to facilitate peaceful conflict resolution.
- Conclude by reinforcing the idea that emotional intelligence is a valuable asset for diplomats working towards peaceful conflict resolution.

### Introduction

Emotional intelligence (EI) is the ability to perceive, understand, and manage one's own and others' emotions in various situations. EI can be a valuable skill for diplomats who are often involved in complex and sensitive negotiations, where emotions can influence the outcomes and the relationships between the parties.

### Body

Diplomats can leverage EI to facilitate peaceful conflict resolution in the following ways:

- **Empathy:** Diplomats leverage empathy to grasp the other side's perspectives, fostering understanding, respect, and trust. This approach reduces hostility, promotes cooperation, and uncovers common ground for mutually beneficial solutions.
  - For example, Vijaya Lakshmi Pandit, the first woman president of the UN General Assembly in 1953, championed human rights, decolonization, and world peace through empathy and social awareness.
- **Self-awareness:** Diplomats benefit from self-awareness, enabling them to manage emotions, resist biases, and prevent conflict escalation. It aids in recognizing strengths, weaknesses, and seeking improvement, fostering better relationships.
- **Self-management:** Diplomats benefit from self-management to control impulses, express emotions respectfully, maintain composure, and adapt to changing circumstances, fostering effective communication and conflict avoidance.
- **Social awareness:** Diplomats leverage social awareness to grasp and interpret emotional cues like facial expressions, body language, and tone of voice. This skill enables them to anticipate and address the emotional needs of the other party, preventing misunderstandings and adjusting their approach based on the situation's dynamics.
- **Relationship management:** Diplomats leverage relationship management to sway, persuade, and cultivate enduring positive connections. It facilitates effective communication, active listening, conflict resolution, and handling criticism. Additionally, it fosters collaboration, aiming for mutually beneficial outcomes.
  - Nirupama Rao, India's foreign secretary from 2009-2011, adeptly managed sensitive matters like the China border dispute, US nuclear deal, and Sri Lankan civil war through

effective relationship management and communication skills.

## Conclusion

EI empowers diplomats in conflict resolution by understanding and managing emotions, fostering positive results. It enhances relationships, cultivating a culture of peace and cooperation in the international arena.

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