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Research Article

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What Is the Relationship Between Emotional Intelligence, Conflict Management Abilities, and Workplace Stress and Burnout among Health Centers? Systematic Literature Review

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Abstract

A systematic literature review of 29 articles was carried out to assess the relationship between emotional intelligence (EI), conflict management abilities, work-related stress, and burnout in healthcare settings. The review intends to analyze the geographical distribution of these research, the findings assessed, and the importance of EI in conflict resolution. It analyzes the many forms of disputes that arise within healthcare organizations, the measuring techniques used to test emotional intelligence, and the role of EI in resolving workplace conflicts. The findings imply that regional and cultural characteristics play a crucial role in establishing conflict resolution methods and represent the emotional intelligence of healthcare professionals in managing organizational disparities. The results also suggest that conflict management styles, particularly those that promote teamwork and compromise, are useful in resolving workplace conflicts, with emotional intelligence playing a significant role in this process. The investigation reveals that healthcare workers with higher levels of EI are more skilled at managing stress, lowering burnout, and building constructive team dynamics. This knowledge enhances our comprehension of current studies on emotional intelligence and conflict management in healthcare settings. The study also emphasizes gaps in the literature, including the need for longitudinal studies, evaluation techniques, and further research on frontline healthcare professionals.

Keywords: Emotional Intelligence, Conflict Management, Workplace Stress, Burnout, Healthcare

1. Introduction

1.1. Existing Knowledge

The relationship between emotional intelligence (EI), conflict management (CM) abilities, and job stress and burnout among healthcare professionals has been a key subject of research for more than a decade. In the demanding healthcare system, understanding how these factors interact is essential to the health of health professionals and the provision of appropriate patient care.

1.1.1. Emotional Intelligence and Its Role in Healthcare

Emotional intelligence is significantly characterized as the capacity to notice, analyze, control, and regulate emotions in oneself and others. In healthcare settings, where emotional demands are high owing to patient care and interpersonal interactions, EI plays a significant role in affecting work performance, stress levels, and conflict management.

According to the studies by Aqqad et al., there is a positive

correlation between increased emotional intelligence and better conflict resolution skills in healthcare personnel, especially nurse managers [1]. Nurse Managers with high emotional intelligence (EI) are better equipped to handle interpersonal challenges frequently occurring in healthcare contexts since their jobs involve a lot of strain. These people are better at identifying the underlying emotions in disputes and know how to use the right tactics to bring them to a successful conclusion

Arnone et al. go into more specifics on how emotional intelligence prevents burnout among healthcare professionals [2]. The research suggests that people with high emotional intelligence are less likely to burn out—a condition marked by depersonalization, emotional tiredness, and a lessened sense of personal accomplishment. Emotional intelligence helps one build emotional resilience and reduce the harmful effects of work-related stress mostly.

1.1.2. Conflict Management Abilities in Healthcare

Conflict management is essential for maintaining a positive work environment in healthcare. How conflicts are handled can greatly affect job satisfaction, team unity, and overall workplace culture. In 2008 Morrison found a link between emotional intelligence and how people handle conflicts [3]. Those with higher emotional intelligence tend to use more positive conflict management strategies, like problem-solving and collaboration, instead of avoiding conflicts or being competitive.

Aseery, Mahran, and Felemban examine the relationship between EI and conflict management strategies from the nurse managers' perspective [4]. The results support other studies suggesting that high emotional intelligence nurses' managers are more likely to apply team conflict management techniques. This is critical in healthcare environments with interdisciplinary teams where patient care depends on collaboration.

In addition, Rezvani, Barrett, and Khosravi discovered that emotional intelligence increases trust and minimizes conflict among teams, consequently strengthening team performance [5]. Their study emphasizes that team emotional intelligence can reduce interpersonal disputes and promote team performance, further underscoring the importance of EI in managing workplace dynamics.

1.1.3. Workplace Stress and Burnout

The connection between emotional intelligence and workplace stress management has been explored extensively. Healthcare professionals, especially nurses, are frequently exposed to stressful and emotionally draining situations. According to Chikobvu and Harunavamwe, emotional intelligence and resilience are critical factors in enhancing work engagement and reducing stress among nurses [6]. Emotional intelligence enables healthcare workers to regulate their emotions better, which is essential in preventing stress from escalating into burnout.

Burnout is a serious issue in healthcare since it leads to decreased work satisfaction, greater turnover rates, and reduced quality of patient care. Lu and Shorey performed qualitative systematic research that illustrates how nurses consider emotional intelligence as a beneficial skill in handling the emotional demands of healthcare environments [7]. Nurses with greater EI reported feeling more suited to handle stress and emotional problems, minimizing their risk of burnout.

A study by Hirai and Yoshioka discovered that nurse managers with higher levels of emotional intelligence had more positive work perceptions and were better able to cope with the emotional demands of their role [8]. This, in turn, reduced their experience of workplace stress and improved their overall job satisfaction.

A recent study has highlighted a significant and positive connection between emotional intelligence, conflict management skills, and the management of job-related stress and burnout in healthcare environments. Emotional intelligence enables healthcare professionals to regulate their own emotions while also improving their capacity to resolve conflicts and navigate challenging situations effectively. Finally, this helps healthcare workers and the patients they treat by reducing burnout, raising job satisfaction, and improving team dynamics.

As the healthcare industry continues to evolve, fostering emotional intelligence through training and professional development could be a key strategy in addressing the challenges of workplace stress, conflict, and burnout, ensuring a healthier and more productive workforce.

1.2. Limitations on existing Knowledge

The current understanding of how emotional intelligence (EI) relates to conflict management skills and the levels of stress and burnout in healthcare professionals reveals important insights. Nonetheless, there are still several limitations that prevent a comprehensive grasp of these interactions.

1.2.1. Contextual and Cultural Limitations

The current understanding of how emotional intelligence (EI) relates to conflict management skills and the levels of stress and burnout in healthcare professionals reveals important insights. Nonetheless, there are still several limitations that prevent a comprehensive grasp of these interactions. One recurring limitation in the literature is the contextual and culturally particular nature of research projects. Studies by Al-Hamdan et al. and Aggad et al., for instance, focus on specific national settings, like Jordanian banks and nurse managers, therefore limiting the application of their results to other cultural contexts [9,1]. Healthcare environments vary significantly due to differences in cultural norms, organizational frameworks, and healthcare legislation, complicating the generalization of findings. Ranjbar and Bahariniya highlight the influence of particular social and cultural factors on emotional intelligence and conflict management techniques within Iranian healthcare institutions [10].

1.2.2. Methodological Constraints

Many current studies apply cross-sectional designs that capture the correlations between emotional intelligence (EI), conflict management, and burnout at a particular moment in time [11,8]. This decreases the capacity to establish causal relationships. While less widespread, a longitudinal research would offer a broader picture of how EI and conflict management strategies effect burnout and job stress over time. Additionally, many of this study depends on self-reported data, which could be biased, as participants could underestimate their burnout symptoms owing to social desirability or exaggerate their emotional intelligence [12].

1.2.3. Lack of Experimental Interventions

Although studies like [13] highlight the potential of emotional intelligence training to improve workplace outcomes, there is a limited number of experimental intervention studies that rigorously assess the effectiveness of EI training in reducing

conflict and burnout. Most research examines correlations, rather than performing controlled tests where the influence of EI enhancement on conflict management and stress reduction may be explicitly quantified.

1.2.4. Overemphasis on Managers

According to Al-Hamdan et al. and Aseery et al., the existing literature often focuses on nurse managers and other healthcare leaders leaving a gap in understanding how EI and conflict management affect frontline healthcare workers [9,4]. Frontline staff members may encounter different pressures and conflicts compared to managers, and their emotional intelligence might play a key role in managing workplace stress and burnout.

1.2.5. Inconsistent Definitions and Measurements of EI

According to Lee & Wong, there are different ways that emotional intelligence (EI) is defined and assessed in research [14]. Some studies take a broad view of EI, while others focus on specific traits like emotional regulation or empathy. This variety makes it challenging to compare findings across studies and hinders the development of a cohesive understanding of how EI relates to conflict management and burnout.

In conclusion, although recent research highlights the importance of emotional intelligence (EI) in the healthcare system, there is still a significant knowledge gap. To address these issues, researchers need to consider broadening the cultural focus of their investigations, utilizing experimental and longitudinal techniques, and placing greater emphasis on the perspectives of front-line healthcare providers.

1.3. The Relationship between Emotional Intelligence, Conflict Management Abilities, and Workplace Stress and Burnout among Health Centers

The healthcare environment is naturally high-stakes, requiring not just technical skills but also outstanding interpersonal and emotional management abilities. Emotional intelligence (EI), conflict resolution skills, and the challenges of workplace stress and burnout are deeply linked in health centers, where healthcare professionals encounter significant pressures every day. Grasping the connection between these elements is vital for improving employee well-being and providing the best possible patient care.

1.3.1. Emotional Intelligence in Healthcare

Emotional intelligence (EI), often defined as the ability to recognize, understand, and manage one's own emotions and the emotions of others, is critical in healthcare settings. In 1995, Goleman highlighted the significance of emotional intelligence (EI) in various social and professional contexts [15]. According to Salovey and Mayer, healthcare employees with high emotional intelligence are better able to build strong connections with patients, navigate challenging scenarios effectively, and foster positive relationships with their coworkers [16]. Empathy, a core feature

of EI, helps healthcare workers obtain a better understanding of patient issues, thereby boosting patient satisfaction [17].

Furthermore, emotional intelligence (EI) is vital in assisting healthcare workers in managing the emotional stress they experience. Individuals with higher emotional intelligence (EI) tend to manage stress more efficiently, keep emotional balance, and demonstrate perseverance despite meeting hurdles [18]. Consequently, healthcare personnel with inferior emotional intelligence are at a higher risk of feeling stress and burnout [19].

1.3.2. Conflict Management Abilities

It's important to keep in mind that conflict is a common part of working in healthcare. When people are under pressure, dealing with heavy workloads, and have different perspectives, disagreements can arise among colleagues. Effectively resolving these issues is crucial for creating a positive work atmosphere and making sure that healthcare workers receive the support they need for their mental well-being. Research reveals that those with high EI are more likely to employ constructive conflict management methods, such as collaboration and compromise, rather than avoidance or confrontation [20].

Conflict management abilities are closely linked to emotional intelligence. Healthcare professionals with higher EI are better equipped to manage conflicts because they can regulate their emotions, empathize with others' perspectives, and communicate more effectively [3]. These skills enable them to de-escalate conflicts, reduce interpersonal tension, and foster positive team dynamics. In contrast, poor conflict management can exacerbate stress, contribute to a toxic working environment, and lead to emotional exhaustion [21].

1.3.3. Workplace Stress and Burnout

In several healthcare settings, addressing stress and burnout among workers is a widespread topic. Healthcare personnel commonly experience burnout owing to causes including long working hours, emotional pressures, and the obligation to deliver the best treatment possible. This burnout, which manifests as emotional tiredness, depersonalization, and a reduced sense of personal accomplishment, can have a significant impact on healthcare workers' well-being and the quality of care they provide to patients.

The connection between emotional intelligence, conflict management, and burnout is well established. Healthcare workers with high EI are more skilled at identifying and controlling their stress levels, which helps to decrease the risk of burnout [22]. By skillfully regulating emotions and resolving disputes, these individuals can sustain greater levels of work satisfaction and emotional well-being. On the other hand, people with low emotional intelligence tend to experience higher levels of stress, especially when they don't possess the necessary skills to manage conflicts in interpersonal situations [23].

Unresolved conflicts can lead to significant workplace stress and may hasten burnout. When disagreements are inadequately managed, they generate a hostile work atmosphere, heighten emotional strain, and impair team cohesion [24]. Health facilities that foster a culture of open communication and train their personnel with conflict resolution skills can significantly reduce the likelihood of employee burnout.

1.3.4. Conclusion

In health centers, emotional intelligence and conflict management abilities are critical determinants of workplace stress and burnout. Professionals with high emotional intelligence (EI) are better equipped to handle their emotions, prevent conflicts from escalating, and deal with the pressures of their careers, ultimately reducing stress and the risk of burnout. Healthcare facilities that encourage the growth of EI and conflict management skills among their staff can build stronger, more adaptable teams, leading to improved patient care and employee well-being.

2. Methodology

This systematic literature review (SLR) explores how emotional intelligence (EI) relates to conflict management skills, workplace stress, and burnout in health centers. The methodology used for this review follows a structured approach to identify, analyze, and synthesize relevant literature from multiple databases. The steps outlined below detail the procedures implemented in this review.

2.1. Search Strategy

A thorough search was carried out to find relevant studies published from 2018 to 2023. The search specifically focused on peer-reviewed journal articles that examined emotional intelligence, conflict management, workplace stress, and burnout in health centers. The following databases were utilized for this search: Google Scholar, PubMed, MEDLINE via PubMed, BioMed Central, Wiley Online Library, ResearchGate, Frontiers, IPRJB, and IJRSI. These databases were chosen for their significance in the fields of psychology, healthcare management, nursing, and conflict management.

2.2. Inclusion and Exclusion Criteria

The following criteria were established to include or exclude studies:

Inclusion Criteria:

 Studies published in peer-reviewed journals between 2018 and 2023.

- Research focused on health center environments, including hospitals, clinics, and other healthcare facilities.
- Studies that examine emotional intelligence in relation to conflict management, workplace stress, and burnout.
- Research focusing on healthcare workers and support staff.
- Studies available in English.

Exclusion Criteria:

- Studies outside the healthcare context.
- Research focusing exclusively on patient emotional intelligence or patient experience.
- Studies not published in peer-reviewed journals.
- Articles without an explicit focus on emotional intelligence, conflict management, stress, or burnout.

2.3. Data Extraction

Data were extracted from the identified studies using a standardized form.

2.4. Data Synthesis

The data extracted from the various studies were synthesized to identify common themes, findings, and gaps in the literature. Studies were grouped by their focus on emotional intelligence, conflict management, and workplace stress or burnout. Key variables such as leadership styles, job satisfaction, workplace bullying, and healthcare management were analyzed in relation to their impact on emotional intelligence and conflict resolution among healthcare workers.

2.5. Geographical and Sectoral Distribution

The review also examined the geographical distribution of the studies, with a particular focus on countries such as Japan, India, South Korea, Italy, Turkey, Singapore, Iran, the USA, and others. Sectoral distribution was also considered, with studies focusing on health centers, nursing, and conflict management in different healthcare settings.

3. Results and Interpretations

Initially, a total of 897 records were identified through database searching. In the first screening, 447 articles were excluded that were not deemed acceptable within the review parameters, and three articles were duplicates. Following the screening, 49 articles were further assessed for eligibility. Of these, 397 were excluded because they did not meet the eligibility criteria. Finally, 29 studies were included in the systematic review, where n = 29 (Figure 1).

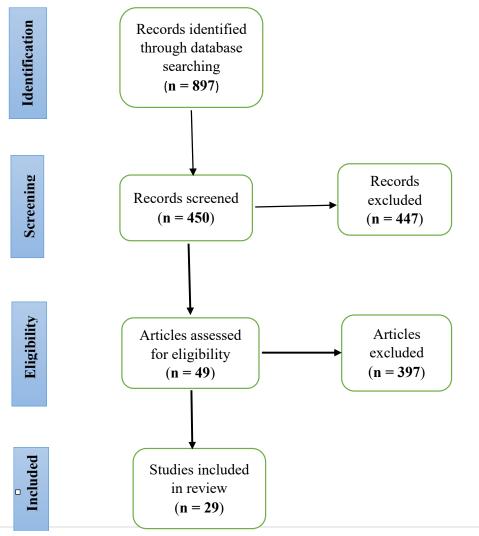


Figure 1: Illustration of the Search Process and Study Selection in PRISMA Flow Diagram (Adapted from The PRISMA Group, [25])

3.1. Geographical Setting and Research Area

The geographical setting of the studies listed in the document spans multiple countries, reflecting a global interest in the relationship between emotional intelligence, conflict management, workplace stress, and burnout in healthcare settings. These studies are conducted in both developed and developing nations, covering regions such as Japan, India, Italy, South Korea, Turkey, Singapore, Iran, Canada, Australia, Jordan, and South Africa, among others. The diversity of countries indicates that these issues are of universal concern in healthcare management, regardless of economic or cultural differences.

The research area focuses primarily on healthcare management,

with a particular emphasis on nurses and nursing management in various contexts. Emotional intelligence and conflict management are recurrent themes, especially in relation to mitigating workplace stress, bullying, and job satisfaction. Studies also address broader topics such as leadership styles, team management, and the impact of violence against healthcare workers in conflict zones. Databases like Google Scholar, PubMed, and Wiley Online Library reveal that the studies are well documented and accessible to academic and medical research communities across the globe. This extensive access underscores the crucial roles of emotional intelligence and conflict management in supporting work well-being in healthcare settings worldwide.

S/	Author(s)	Year	Journal Name	Country	Citations	Databases	Subject
No							Area
1	Hirai, Yuka; Yoshioka, Shin-ichi	2020	Yonago Acta Medica	Japan	11	Google Scholar	Hirai, Yuka; Yoshioka, Shin-ichi
2	Saikia, Monalisa; George, Linu Sara; Unnikrishnan, Bhaskaran; Nayak, Baby	2024	International journal of mental health	India	9	Google Scholar, MEDLINE via PubMed,	Emotional Intelligence, Nurses, Training Programs
3	Haar, Rohini J.; Read, Róisín; Fast, Larissa	2021	Conflict and Health	Multiple (Global)	82	Google Scholar, BioMed PubMed Central,	Violence against healthcare in conflict, Human Rights
4	Jang, Insil; Jang, Sun Joo; Chang, Sun Ju	2024	Journal of Nursing Management	South Korea	-	PubMed,	Workplace Bullying, Emotional Intelligence, Meritocracy
5	Specchia, Maria Lucia; Cozzolino, Maria Rosaria	2021	International journal of environmental	Italy	387	Google Scholar, PubMed,	Leadership Styles, Job Satisfaction, Nurses
6	Sakallı, Dilek; Timuçin, Arzu	2023	Florence Nightingale Journal of Nursing	Turkey	5	Google Scholar, PubMed,	Emotional Intelligence, Nurse Managers
7	Lu, Yen Ling; Shorey, Shefaly	2021	Journal of Nursing Management	Singapore	25	Google Scholar, PubMed,	Emotional Intelligence, Nursing

8	Mirzaei, Alireza; Imashi, Reza; Saghezchi, Roghayeh Yaghoobi; Jafari, Mohammad Javad; Nemati-Vakilabad, Reza	2024	BMC nursing Frontiers in	Iran	38	PubMed,	Nursing, Healthcare Management
9	Carminati, Lara	2021	sociology	Italy	38	Google Scholar, Frontiers	Sociology, Psychology
10	Nadler, Ruby; Carswell, Julie J.; Minda, John Paul	2020	Frontiers in psychology	Canada	96	Google Scholar, Frontiers	Psychology
11	Winardi, Michael Aswin; Prentice, Catherine; Weaven, Scott	2022	Journal of Global Scholars of Marketing Science	Australia	42	Google Scholar	Marketing, Management
12	Ullah, Rahman	2022	International Journal of Conflict Management	Pakistan	25	Google Scholar,	Conflict Management
13	Sloan, Monique; Geldenhuys, Madelyn	2021	SA Journal of Industrial Psychology	South Africa	16	Google Scholar,	Industrial Psychology
14	Krishnakumar, Sukumarakurup; Perera, Buddhika; Hopkins, Kay; Robinson, Michael D.	2019	Conflict Resolution Quarterly	USA	33	Google Scholar, Wiley Online Library	Conflict Resolution
15	Ma, Jie; Liu, Cong	2019	International journal of conflict management	China	41	Google Scholar,	Conflict Management

16	Aqqad, Noor;	2019	International	Jordan	150	Google Scholar	Human
	Obeidat, Bader;		Journal of				Resource
	Tarhini, Ali; Ra',		Human				Management
			Resources				
	N.A.; Masa', Ed;		Development				
	Deh, N.A.		and Management				
17	Rezvani, Azadeh;	2019	Team	Australia	170	Google Scholar	Team
	Barrett, Rowena;		Performance				Management
	Khosravi, Pouria		Management:				
			An International				
			Journal				
18	Lee, Changyu;	2019	Journal of	Multiple	127	Google Scholar	Organization
	Wong, Chi-Sum		Management &	(Hong			Management
			Organization	Kong/			
				China)			
19	Arnone, R; Cascio,	2019	European	Italy	9	Google Scholar,	Public
	M I; Parenti, I		Journal of Public			Research Gate,	Health
			Health				
20	Aseery, Manal;	2023	Cureus	Saudi	322	Google Scholar,	Nursing
	Mahran, Sabah;			Arabia		Cureus,	Management
	Felemban, Ohood					PubMed	
						Central	
21	Assi, Mohammad	2023	British Journal	Jordan	4	Google Scholar	Healthcare
	Dar; Eshah, Nidal F		of Healthcare				Management
			Management				
22	Chikobvu, Pardon;	2022	SA Journal of	South Africa	23	ResearchGate,	Psychology
	Harunavamwe,		Industrial			Google Scholar,	
	Martha		Psychology				
23	Mutongi, Chipo;	2024	International	Zimbabwe		IJRSI	Conflict
	Muchuri, Tinashe;		Journal of				Management
	Nyazema, Majory		Research and				
	Tinotenda; Kandufa,		Scientific				
	Precious		Innovation				

24	Soriano-VĀzquez,	2023	Frontiers in	Peru	13	Google Scholar,	Public
	Iris; Cajachagua		Public Health			Frontiers	Health,
	Castro, Mayela;						Nursing
	Morales-GarcIa,						
	Wilter C.						
25	Zenawi, Meles	2024	Journal of	Ethiopia	16	IPRJB	Conflict
			Conflict				Management
			Management				
26	Ranjbar, M., &	2021	British Journal	Iran	5	Google Scholar,	Conflict
	Bahariniya, S.		of Healthcare				Management
			Management				
27	Salem, S., Safan, S.,	2018	Menoufia	Egypt	7	Google Scholar,	Conflict
	& Nassar, R.		Nursing Journal				Management
28	Al-Hamdan, Z.,	2019	Journal of	Jordan	116	Google Scholar,	Conflict
	Adnan Al-		Nursing			Wiley Online	Management
	Ta'amneh, I.,		Management			Library	
	Rayan, A., &						
	Bawadi, H						
29	Morrison, J.	2008	Journal of	USA	331	Google Scholar,	Conflict
			Nursing			Wiley Online	Management
			Management			Library	

Table 1: Author(s), Year, Journal and Location of 29 Studies on the Relationship between Emotional Intelligence, Conflict Management Abilities, and Workplace Stress and Burnout among Health Centers

4. Discussion

The systematic literature review examining the connection between emotional intelligence (EI), conflict management skills, and workplace stress and burnout in health centers uncovers several important findings. Emotional intelligence emerges as a vital factor influencing both conflict management and the alleviation of stress in healthcare environments. High EI enables healthcare professionals to navigate interpersonal challenges effectively, thereby reducing the likelihood of burnout and promoting a healthier work environment [26].

The research studies show that training programs that focus on emotional intelligence (EI) can improve conflict resolution skills, leading to better job satisfaction and patient care [28]. This is especially important in high-stress environments like hospitals

and clinics, where the ability to manage conflicts can reduce stress and improve team dynamics [29]. It's interesting to note that the combination of EI and meritocracy suggests that organizations that value emotional competencies may build more resilient and adaptable teams [7].

The literature also points out considerable study gaps, notably regarding the long-term impacts of emotional intelligence (EI) training on burnout and stress management. A lot of the available research is cross-sectional, which hinders our knowledge of how EI changes workplace dynamics over time [30,5]. Furthermore, the cultural environment in which healthcare professionals operate can considerably affect the application and success of EI and conflict management measures [6].

5. Future Agenda

5.1. Longitudinal Studies on EI Impact

Most well-known studies are cross-sectional, which limits understanding of how emotional intelligence affects over-time tiredness and conflict management. Longitudinal approaches should be used in next studies to track these mechanisms [30,31].

5.2. Cultural Context Variability

Research examining how cultural variations impact the use and efficacy of emotional intelligence and conflict management methods in various healthcare environments is lacking [6,11].

5.3. Integration of EI and Conflict Management Training

Although individual training courses are common, little study has been done on integrated programs combining emotional intelligence and conflict management techniques especially for healthcare professionals [27,5].

5.4. Standardization of Measurement Tools

Many times, current research test emotional intelligence and conflict management skills using different methods, which results in conflicting results. Comparability among research depends on standardizing measuring tools [29,32].

5.5. Impact on Patient Outcomes

The direct impact of emotional intelligence of healthcare providers on patient care quality and outcomes is not often investigated. Investigating this association can help to emphasize the need of emotional intelligence in the provision of healthcare [33].

5.6. Role of Leadership in EI Development

The impact of different leadership styles on the emotional intelligence development of healthcare professionals has not been fully researched. Future study might explore how different leadership methods either enhance or inhibit emotional intelligence within teams [31,34].

5.7. Sector-Specific Studies

Much of the existing research is broad and applicable to all healthcare situations. Upcoming research should focus on specific areas like emergency care and mental health to discover distinct issues and potential correlations to emotional intelligence and conflict management [35,13].

5.8. Technological Integration

As telehealth and digital communication technologies become increasingly popular, it is essential to explore how emotional intelligence and conflict management can be effectively utilized in virtual environments [29,28].

5.9. Effectiveness of EI Training Programs

Although training programs are accessible, there is a striking paucity of detailed assessment studies testing their usefulness in decreasing burnout and promoting conflict management. Future research should prioritize outcomes and best practices [1,7].

5.10. Diversity and Inclusion

There is a significant gap in knowing how emotional intelligence may be exploited to increase diversity and inclusivity within healthcare companies. Research might study how EI training might assist eliminate biases and enhance team interactions [36-42,5].

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Declarations

I, Ashenafi Woldemichael Woime, takes responsibility for the integrity of this article titled "What is the relationship between emotional intelligence, conflict management abilities, and workplace stress and burnout among health centers? Systematic Literature Review." I designed the study, collected and analyzed the literatures, interpreted the results, and wrote the manuscript. I confirm that this manuscript represents an honest work of mine and have approved the final version.

I attest that I have made substantial contributions to the conception and design of the work and the acquisition, analysis, and interpretation of the data. I have drafted and critically reviewed the work for important intellectual content. I have approved the final version to be published and agree to be accountable for all aspects of the work, ensuring that questions related to the accuracy or integrity of any part of the work are appropriately investigated and resolved. To the best of my knowledge, my statement fairly represents my contributions to this project.

Additional Declaration

The author declares no competing interests.

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