

**Title:** The Effectiveness of Emotional Intelligence Factors of Leadership in Conflict Management in Frozen Food Factories in Thailand

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### **Abstract**

The purpose of this study is to explore the role of emotional intelligence factors of leadership in affecting the conflict management in workplace and analyze the ability of the prediction of emotional intelligence and leadership of the headman and the methods to handle the conflict in an organization.

The quantitative research instrument is used in this research. The researcher developed the questionnaire in order to collect information from the respondents. The researcher designed the questionnaire based on the conceptual framework of the study. Besides, this study collected data from 200 samples from leader or manager who worked in frozen food factories in Thailand. The reliability established by Cronbach's alpha coefficient was 0.07.

The result analysis shows about the problem of the relationship between emotion intelligence factors, leadership, and the confliction in organization. The emotion of the leader in the organization is not the only factor that can affect conflict management but also the emotion of surrounding people which this factor can happen all the time but no one ever notice it. The result of this study shows that four out of five factors of emotion intelligence have affected on interpersonal conflict management. From the data collection, it also shows that the behaviors of leadership have an influence on conflict management.

However, when the conflict happened within the organization, one of an important skill in conflict resolution is listening skill. The leader must try out the equipment for the comments to decrease the confliction which should be related to the personal emotional intelligence as well.

**Keywords:** Emotional intelligence, Leadership, Conflict management