Experts

Enhancing Interpersonal Skills Through Emotional Intelligence

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The Centre for Modern Languages, Universiti Malaysia Pahang Al-Sultan Abdullah (UMPSA) hosted its first Guest Speaker Series (GSS) for the ULE3772 Interpersonal Effectiveness course, providing students with an opportunity to engage with industry experts and develop essential personal and professional skills. The GSS aims to enrich learning beyond the classroom by addressing competencies critical for success in contemporary academic and professional contexts.

The session featured Zee Jamil, Certified Emotional Intelligence Practitioner accredited by GENOS International Emotional Intelligence Australia, HRD Corp accredited trainer, and founder of Healing Hub Malaysia. Moderated by Sherman Sureshangker from Section 01G and guided by instructors, Dr Ruhil Amal Azmuddin, Abdul Jalil Abdul Rahim, and Amy Zulaikha Mohd Ali, Zee delivered an insightful presentation on Emotional Intelligence, examining its impact on mindset, relationships, and decision-making.

The speaker highlighted emotional intelligence, defined as the ability to recognise, understand, and manage one's own emotions as well as those of others, as one of the top ten skills of 2025 according to the World Economic Forum. She discussed bullying scenarios, emphasising how differing levels of emotional intelligence influence the responses of bullies, victims, and bystanders. She also noted that bullying occurs in the workplace, although less overtly, underscoring the importance of recognising and addressing such behaviours professionally.

To provide practical applications, she shared strategies for developing emotional intelligence, including practising self-reflection to identify personal triggers, active listening to enhance empathy, and techniques for emotional regulation. She also suggested activities for the upcoming Service Learning Malaysia- University for Society (SULAM) project, enabling students to apply these skills in collaborative, real-life contexts.

Abdul Jalil, course coordinator, stated, "Emotional intelligence is essential in today's social and professional environments. Sessions like this encourage students to critically reflect on their emotional responses and develop effective interpersonal skills." Students expressed appreciation for the session. One noted, "I had not fully appreciated how emotional intelligence affects daily interactions. The discussion on bullying provided valuable insights into managing my responses." Another added, "The activities were engaging, and I am eager to implement them in the SULAM project with my peers."

The session, conducted virtually via Microsoft Teams on 6 November 2025 from 8.00 p.m. to 10.00 p.m., emphasised self-awareness, empathy, and emotional regulation, which are fundamental to academic, social, and professional success. The speaker also highlighted that these skills are especially crucial for students preparing to enter challenging engineering and technology fields, where workplace demands can be intense, interpersonal dynamics complex, and the environment

fast-paced. Developing emotional intelligence early equips students to navigate these pressures effectively and thrive in their careers.

The session concluded with the reminder that emotional intelligence is not merely a skill but a mindset that enables individuals to navigate challenges, establish constructive relationships, and cultivate resilience. By fostering these competencies, UMPSA continues to equip students to thrive in increasingly complex academic and professional environments.



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