



DOI:10.29013/EJEAP-25-4-33-36



IN INTERPERSONAL AND INTERCULTURAL COMMUNICATION THE ROLE OF EMOTIONAL INTELLIGENCE

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Cite: Bayramov I. M. (2025). *In interpersonal and intercultural communication the role of emotional intelligence. European Journal of Education and Applied Psychology 2025, No 4.* <https://doi.org/10.29013/EJEAP-25-4-33-36>

Abstract

This scientific article explores the intricate relationship between emotional intelligence (EI) and the social-cultural behavior of individuals. Emotional intelligence, defined as the ability to perceive, understand, manage, and regulate emotions in oneself and others, plays a crucial role in shaping how individuals navigate and interact within diverse social and cultural contexts. Through an extensive review of current literature and empirical studies, this article aims to shed light on the impact of emotional intelligence on various aspects of social-cultural behavior, including interpersonal relationships, communication, and adaptability.

Keywords: *emotional intelligence, socio-cultural behaviors, personal well-being, professional success, social interaction of individuals*

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Emotional intelligence has gained considerable attention in recent years for its role in influencing various aspects of human behavior. While its impact on personal well-being and professional success has been widely studied, its relationship to sociocultural behavior is a growing area of research. Sociocultural behavior encompasses the actions, attitudes, and reactions that individuals exhibit in diverse social and cultural environments.

In an era marked by global interconnectedness, the ability to communicate effectively in a variety of interpersonal and cross-cultural contexts is of paramount importance. As communication transcends geographical boundaries and cultural barriers, the role of emotional intelligence emerges

as a critical factor shaping the quality and success of these interactions. Defined as the ability to recognize, understand, manage, and utilize one's own and others' emotions, emotional intelligence plays a crucial role in navigating the complexities of interpersonal and cross-cultural communication.

In an increasingly interconnected global society, effective interpersonal communication is the foundation of personal relationships, professional collaborations, and public interactions. The expression and interpretation of emotions in these interactions significantly influences the outcomes of conversations, relationships, and the overall social structure (Riess, 75).

Emotional intelligence is a multifaceted set of skills that include self-awareness,

self-regulation, empathy, and social skills. Together, these elements contribute to an individual's ability to manage the subtleties of human emotions, both their own and those of others. Thus, emotional intelligence is a key determinant of the success of interpersonal communication, influencing the way individuals convey and interpret emotional signals.

Interpersonal communication is inherently emotional, involving expressions of joy, sadness, anger, and countless other feelings. People with high emotional intelligence are able to manage and respond to these emotions skillfully, creating more meaningful relationships. This skill is especially important in diverse and multicultural settings, where understanding and respecting a variety of emotional expressions is essential.

Intercultural communication presents an additional layer of complexity, as individuals from different cultural backgrounds bring unique communication styles, norms, and expectations. Misinterpretations of emotional cues, cultural misunderstandings, and clashes in communication styles are common problems that can be alleviated through the lens of emotional intelligence.

Emotional intelligence becomes a cornerstone of effective cross-cultural communication. The ability to recognize and adapt to a variety of emotional expressions, combined with cultural empathy, allows individuals to bridge gaps, build trust, and manage potential conflicts. In cross-cultural settings, emotional intelligence serves as a guide to interpreting non-verbal cues and promoting more inclusive and harmonious exchange of ideas (Melvin, 243).

As the world becomes a global village, collaboration across borders is becoming increasingly important. Global initiatives, business partnerships, and academic collaborations require individuals with high emotional intelligence who can manage cultural diversity, build relationships, and foster shared understanding across language and cultural differences.

1. Emotional intelligence and interpersonal relationships

One of the main areas where emotional intelligence has an impact is interpersonal relationships. People with high emotional intelligence are better equipped to recognize

and interpret the emotions of others, which leads to the development of empathy and understanding. This heightened sensitivity promotes positive social interactions and effective communication, helping to develop meaningful relationships. Conversely, individuals with lower emotional intelligence may struggle to navigate the complexities of social relationships, potentially leading to misunderstandings and conflict.

In the realm of interpersonal relationships, the ability to accurately recognize emotions in oneself and others is the foundation for effective communication and understanding. Emotional intelligence involves heightened sensitivity to facial expressions, body language, and verbal cues, which facilitates a deeper understanding of emotional states in the context of communication (Mayer, 211).

Understanding the complex structure of emotions, including their origins and significance, is a critical aspect of emotional intelligence in interpersonal relationships. People with well-developed emotional intelligence can empathize with the emotional experiences of others, fostering deeper connections and mutual understanding.

Effective emotional regulation is essential for maintaining harmony in interpersonal relationships. Emotional intelligence enables individuals to manage their emotional responses appropriately, preventing the escalation of conflict and contributing to a more conducive relationship environment. The ability to regulate emotions also facilitates adaptation and resilience in the face of relationship challenges (Harrison, 76).

The strategic use of emotions to enhance communication and problem-solving is another dimension of emotional intelligence in interpersonal relationships. Individuals with high emotional intelligence use their emotional awareness to manage social situations, express empathy, and foster positive interactions, thereby contributing to the overall quality of relationships.

Effective communication is the cornerstone of healthy relationships, and emotional intelligence plays a crucial role in this. The ability to accurately interpret and convey emotions increases the clarity and depth of communication, strengthening the sense of connection and mutual understanding. Emo-

tional intelligence also facilitates the adaptation of communication styles to the emotional needs and cultural conditions of different relationship contexts (Goleman, 44).

Interpersonal relationships inevitably involve conflict, and emotional intelligence plays a crucial role in managing and resolving these disputes. The ability to understand and regulate emotions during disagreements promotes constructive dialogue, prevents conflict from escalating, and helps develop strong and mutually agreeable relationships.

Empathy, a core component of emotional intelligence, is a powerful catalyst for building meaningful connections in interpersonal relationships. This empathetic ability increases the depth and authenticity of relationships, contributing to a more positive and supportive social environment.

Defining emotional intelligence in the context of interpersonal relationships provides valuable insights into its multifaceted role in shaping the dynamics of human relationships. As we explore the intricacies of social interaction, understanding and developing emotional intelligence emerges as essential components for developing healthy, fulfilling, and culturally sensitive relationships (Ekman, 255).

Empathy encompasses not only the ability to recognize and understand the emotions of others, but also the ability to resonate with those emotions in a way that transcends cultural differences. In cross-cultural relationships, empathy becomes a bridge that unites individuals from diverse backgrounds, fostering a sense of shared understanding and common humanity.

Cultural differences are often reflected in communication styles, social norms, and value systems. Empathy allows individuals to manage these differences by appreciating different perspectives. By understanding the emotional context of cultural behaviors, individuals with high emotional intelligence can build relationships that transcend communication barriers and are based on mutual respect and understanding (Yoo, 358).

Empathy contributes to cultural sensitivity by allowing individuals to appreciate the emotional elements inherent in different cultural expressions. This heightened awareness allows individuals to approach cross-cultural inter-

actions with humility, openness, and understanding of the emotional experiences of others. Thus, developing empathy becomes a way to foster positive cross-cultural relationships.

Empathy serves as a powerful tool for challenging and mitigating stereotypes and prejudices that can arise in cross-cultural interactions. People with strong empathic abilities are able to transcend preconceived notions by understanding the unique emotions and experiences of others. This, in turn, promotes more authentic and equitable relationships, free from the constraints of cultural stereotypes.

Trust is the foundation of any successful relationship, and empathy plays a crucial role in building trust across cultural boundaries. Emotionally intelligent individuals can build relationships by understanding and showing respect for the emotions of people from different cultural backgrounds, creating a solid foundation for positive and lasting cross-cultural connections.

Effective communication plays a key role in building and maintaining interpersonal relationships. Emotional intelligence contributes to communication skills by enabling individuals to adapt their communication styles to different cultural norms. People with high emotional intelligence are adept at deciphering nonverbal cues and promoting open dialogue, thereby facilitating smoother interpersonal interactions across cultural boundaries (Elias, 55).

People with high emotional intelligence demonstrate greater adaptability in their communication style, adapting their expressions to the emotional needs and cultural norms of their interaction partners. This adaptability promotes a more fluid and harmonious communication process, reduces the likelihood of misunderstandings, and promotes a deeper level of connection in interpersonal relationships.

Nonverbal communication, including body language, facial expressions, and gestures, plays an important role in interpersonal relationships. Emotional intelligence allows individuals to accurately decode and interpret these nonverbal cues. This heightened awareness helps to understand the emotions of others more subtly, improving the overall quality of communication in different cultural contexts (Melvin, 243).

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submitted 14.11.2025;
accepted for publication 28.11.2025;
published 30.12.2025
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