

## Role of Librarians' Emotional Intelligence in Applying Conflict Management Strategies

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### Abstract

**Purpose:** Studying the role of librarians' emotional intelligence in applying conflict management strategies is the aim of this research.

**Methodology:** Concerning its goal, the present research is among applied studies and regarding data collection, it follows descriptive method and is of correlation type. The essential data were collected by questionnaire. EQ test of Bradberry and Greaves was used, and in order to study the status of the styles of conflict management strategies the questionnaire proposed by Putnam and Wilson was utilized. The population under study included all male and female librarians employed in public libraries of Tehran, and 100 individuals out of them were considered as sample group by random cluster sampling. For statistical analysis, in addition to descriptive statistics indices and tables and abundance graphs, some other tests were utilized including test of significance of Pierson's correlation coefficient, independent *t*-test, one-way analysis of variance (ANOVA), and multiple regression analysis.

**Findings:** Based upon the results obtained, applying the solution-oriented strategy in staff with high EQ is significantly more than those with low EQ ( $p < 0.001$ ); however, no significant difference was observed for non-intervention and control strategies.

**Originality/Value:** Results of this research can provide an effective education background for librarians of public libraries and also be useful in selection of more suitable individuals for librarianship.

**Keywords:** Emotional intelligence; Conflict management; Librarian; Public library.