

## Abstract

The purpose of the present study was to assess the impact of emotional intelligence and conflict resolution on marital satisfaction and job satisfaction. It was hypothesized that emotional intelligence, conflict management strategies, marital and job satisfaction would be significantly associated. It was also hypothesized that emotional intelligence and collaborative conflict management would predict job and marital satisfaction and that collaborative conflict management would play a mediating role as well in terms of impacting this relationship. The study used a correlational research design. The sample size of the study was 300 which included 150 males and 150 female participants selected through purposive sampling and recruited from banking sectors. The names of the company were not revealed due to confidentiality concerns. Data analysis was done using pearson product moment correlation, stepwise regression, independent sample t test and mediation analysis on SPSS 21.0. The results showed that emotional intelligence was positively associated with job satisfaction, marital satisfaction, collaborative and competing conflict management approaches. It was also found that emotional intelligence, collaborative and competing conflict management approaches predicted marital and job satisfaction. There were also significant gender differences among participants on emotional intelligence, job satisfaction, marital satisfaction and conflict management strategies (avoiding, accommodating, competing, collaborative and compromising). It was also reported that collaborative conflict management significantly and partially mediated the association between emotional intelligence and marital and job satisfaction.

**Keywords:** Conflict Resolution, Emotional Intelligence, Marital Satisfaction, Job Satisfaction.