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"THE IMPORTANCE OF EMOTIONAL INTELLIGENCE AND EMOTIONAL STABILITY IN THE PROFESSIONAL ACTIVITIES OF A JUSTICE OFFICER"

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In the current socio-legal management environment, the professional activities of justice officials require a high level of responsibility, legal clarity, objectivity, effective communication with citizens and organizations, and the ability to make rational decisions in complex socio-psychological situations. An employee's professional competence is determined not only by legal knowledge and practical skills but also by their ability to manage their emotional state, understand the emotional state of others, and maintain psychological stability in conflict situations.

In the activities of justice bodies, various levels of psychological pressure and emotional tension may arise in the processes of considering issues related to the rights and interests of citizens, handling appeals, providing legal clarifications, and communicating with various organizations and officials. In such conditions, an employee's inability to control their emotional reactions increases the likelihood of a decrease in communication efficiency, professional mistakes, deepening of conflict, and a decrease in labor productivity. From this perspective, the formation and continuous development of emotional intelligence and emotional stability in justice officials should be considered an important component of professional training.



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Psychological essence of the concept of emotional intelligence. Emotional intelligence is an individual's ability to understand their emotions, manage them, understand the emotional state of others, and effectively use this knowledge in social relations and decision-making processes. The concept of emotional intelligence has been established in modern psychology as one of the crucial factors explaining an individual's social adaptation, professional effectiveness, and leadership abilities.

The main components of emotional intelligence can be divided into the following groups: Self-awareness is an individual's ability to understand their emotional state, needs, strengths, and weaknesses.

Self-control is the ability to control emotional impulses and react according to the situation.

Social sensitivity is the awareness of the emotional state, needs, and position of other people.

Empathy is the ability to understand the emotional state of another person and take their point of view into account.

Social skills are the ability to establish effective communication, build trust, and constructively manage conflicts. For a justice officer, the harmonious development of these components is of great importance in professional activity.

The concept of emotional stability. Emotional stability is an individual's ability to control their emotional state to a certain extent under the influence of external and internal stressful factors, respond adequately to the situation, and maintain purposeful behavior.

Emotionally stable employee - does not lose their composure in stressful situations, does not easily succumb to emotional provocations, maintains a



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balance between emotions and rational thinking when making decisions, tries not to perceive criticism as a personal attack, maintains a communication culture in conflict situations, and can perform professional duties under conditions of psychological pressure. Emotional stability manifests as an innate trait and can be developed through psychological training, self-awareness, and self-management exercises.

Main sources of occupational stress. Factors that cause stress in the professional activities of justice officials may include: high workload, time constraints, high levels of legal and administrative responsibility, emotional pressure when handling appeals, citizen dissatisfaction, tense communication, complexity of official duties, disagreements with management and colleagues, fear of making professional mistakes, and the need to perform several tasks simultaneously. The negative impact of stress can affect an employee's attention, memory, decision-making, communication culture, and labor productivity.

Development of emotional intelligence. The emotional intelligence of a justice worker is a purposeful, systematic, and psychologically conditioned process of forming and improving an employee's ability to realize, understand, and manage their own emotional states, understand the emotional states of others, and constructively manage interpersonal relationships in order to increase the efficiency of professional activity, communication quality, stress resistance, and the ability to resolve conflict situations.



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Emotional intelligence involves the development of four interrelated components:

Emotional awareness	Emotional self-regulation	Emotional-cognitive component	Empathy
Understanding an individual's own emotional states, experiences, and emotional reactions, clearly identifying them, understanding the causes of their origin, and being able to assess the impact of these emotions on behavior, communication, and professional activity. This is a psychological ability that allows a justice officer to consciously perceive their emotional states, understand their content and factors of occurrence, and adequately assess the impact of their emotional reactions on professional behavior, communication, and decision-making processes. This component is considered a fundamental component of emotional intelligence, as it is difficult for an individual to effectively manage their emotions or correctly understand the emotional state of others without realizing them. This component is considered a fundamental component of emotional intelligence, because it is difficult for an individual to effectively manage their emotions or correctly understand the emotional state of others without realizing them. Key characteristics: identifying and naming their own emotions; understanding the cause of the emotion; assessing the intensity of the emotional state; understanding the impact of emotions on behavior; distinguishing between positive and negative emotional reactions; reflexive assessment of the impact of one's own emotional state on professional communication and decisions. Short formula: Emotional awareness = perception of emotion + identification + understanding the cause + evaluation of the effect	The ability to control and correct one's emotional reactions in complex and conflict situations, and to maintain psychological and professional stability, especially in conditions of conflict, high responsibility, psychological tension, and work stress.	The ability to combine emotional information with rational situational analysis is particularly important in assessing conflict situations and making professional decisions.	The ability to understand the emotional state, experiences, needs, and motives of other participants in legal and professional relations while maintaining professional objectivity

Systemic interconnection These components do not exist separately but form a single functional system:

emotional awareness → self-control → empathic understanding → effective communication → constructive professional interaction → professional efficiency.



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At the same time, interdependence is cyclical in nature: successful interaction with other people contributes to deepening self-awareness, while developed self-regulation enhances empathy and the quality of professional communication.

For a justice officer, this structure can be imagined as a model:

"Situation → Consciousness → Understanding → Regulation → Empathy → Interaction → Professional Decision."

The development of the emotional intelligence of a justice officer is a process of qualitative and quantitative changes in the system of their emotional-cognitive and socio-psychological abilities, which ensures the awareness and regulation of their own emotions, understanding the emotional states of other people, and the effective use of emotional information in the process of professional cooperation and service decision-making.

Psychological characteristics of conflict situations

A conflict is the manifestation of a conflict between the interests, views, needs, or goals of two or more parties in an overt or covert form. Disputes in the field of justice can be conventionally divided into: citizen-employee, employee-employee, employee-manager, inter-organization, and conflicts of interest. A conflict situation in itself is not always a negative phenomenon. How the conflict is managed, the emotional reaction to the conflict, determines its outcome. An employee with a high level of emotional intelligence focuses on the content of the problem and the possibilities of its resolution, without turning the conflict into a personal confrontation.



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The importance of emotional intelligence in stressful and conflict situations

Emotional self-awareness; In stressful situations, it is primarily important for an employee to be able to determine their emotional state. For example, before responding to a citizen's sharp reaction, the employee should ask themselves:

He can ask questions such as "What am I feeling right now?," "What caused my feelings?," "Does my reaction serve my professional purpose?," "Am I ready to make a decision now?," etc.

This process creates a psychological "break" between the emotional reaction and the conscious action.

Emotion management. Managing emotions is not about completely eliminating or suppressing them. Rather, it is about understanding an emotion, understanding its source, and choosing a constructive reaction that corresponds to the situation. The following methods can be effective for a justice officer:

- a short psychological pause;
- deep and slow breathing;
- directing attention to the facts of the situation;
- bringing the internal monologue into a positive and rational form;
- not responding to emotional provocation;
- stop communication for a short time when necessary;
- not taking the situation personally.

The importance of empathy. Empathy refers to an employee's ability to understand the emotional state of a citizen or colleague. For example, behind the aggressive tone of a nervous citizen may lie fear, misunderstanding, concern over a legal issue, or dissatisfaction with the unresolved nature of their problem. An empathic approach requires the employee not to accept any request from a citizen,



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but to understand their situation and at the same time maintain a professional attitude within the framework of legal requirements.

Social skills and constructive communication. The development of emotional intelligence is manifested in the following skills during communication: active listening; asking questions clearly and objectively; listening without interrupting the interlocutor; using neutral and respectful language; distinguishing between facts and personal evaluation; Use explanatory phrases instead of sharp phrases like "You're getting it wrong"; do not personalize the conflict.

Methods for developing emotional stability in employees of justice bodies

Psychological technique "Diary of Emotions." In cases of increased stress or conflict, the following algorithm can be used: In the process of professional activity, when a justice officer experiences increased stress or conflict during communication with citizens, they should cognitively re-analyze the automatic thought and replace it with an alternative realistic thought: breathing exercises, slow and deep breathing. Observation of one's own emotions, the situation, and the state of the interlocutor. (Continued.) Select the most constructive action and continue the dialogue. This technique allows the employee to make conscious decisions instead of acting on an emotional impulse to mitigate emotional reactions to stress and conflict.

"Emotion naming" technique. It is recommended that the employee clearly name their feelings: "I am angry," "I am anxious," "I am feeling pressure right now," "The tone of the interlocutor caused me to get nervous." Naming an emotion makes it easier to understand an individual's internal state and manage it. "Fact - interpretation - reaction" reflection method; In a conflict situation, the



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employee must divide the event into three parts: Fact: a situation that has clearly occurred. Interpretation: the subjective meaning given by the employee to this situation. Reaction: An emotional or behavioral response that arose based on this interpretation. For example: Fact: the citizen spoke loudly. Interpretation: "He doesn't respect me." Reaction: anger and a sharp response. If the interpretation changes: "The citizen is probably worried about his problem and his emotions are high." As a result, the employee's reaction may also become constructive.

Constructive management of conflict situations. Basic principles of conflict management. It is advisable for a justice officer to follow the following principles in a conflict situation:

- Focus on the problem, not the person.
- Analyzing the situation before an emotional reaction.
- Observe the emotional state of the interlocutor during communication and actively listen to them.
- Rely on facts.
- Compliance with legal requirements and professional ethics.
- Maintaining a neutral position.
- Not to succumb to manipulation and provocation.
- When necessary, clearly define the boundaries of communication.
- Asking questions aimed at solving the problem.
- To prevent a conflict from escalating into a personal conflict.

A model of constructive communication. In a conflict situation, the following model can be used: Step 1. Listen. Listening to the other person's opinion without interrupting. Step 2. Acknowledging the situation. "I understand your concern regarding this matter." Step 3. Defining the problem. "Your main question is about ... isn't it?" Step 4. Legal and objective explanation. Explain the issue within



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the framework of current legal procedures and powers. Step 5. Setting a solution. "On this matter, one can act in the following order..."

Practical training sessions. The exercise "My Emotional Triggers." Goal: to develop the employee's ability to understand the factors that cause stress and conflict.

Assignment: the participant provides written answers to the following questions:
In what situations do I get nervous quickly?

What words or actions evoke a strong emotional reaction in me?

What changes do I notice in my body when I get nervous?

How do I usually react? How will this reaction affect my professional performance?

What constructive reaction can I choose in such a situation?

Role-playing game "Difficult Citizen." Participants are divided into two groups. One participant plays the role of a justice officer, while the other plays the role of a dissatisfied citizen. The task is evaluated based on the employee's ability to: control themselves; listen to the citizen; show empathy; provide legal explanations; and avoid escalating the conflict. At the end of the session, the participants discuss the situation.

"Emotional Scale" exercise. The participant evaluates their emotional tension on a scale of 0 to 10. 0–2 points: calm state. 3-5 points: slight strain. 6-7 points: high emotional tension. 8-10 points: severe stress. The employee may use self-control strategies such as a short psychological pause, breathing exercise, or a temporary suspension of communication at a score above 6.

Assessment and development of emotional intelligence. Self-assessment criteria: An employee can evaluate their emotional competencies based on the following criteria: Skill: Low; Middle; Up.



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Awareness of one's emotions 1 2 3, Emotion management 1 2 3, Stress resistance 1 2 3,

Empathy 1 2 3, Active listening 1 2 3, Conflict management 1 2 3, Acceptance of criticism 1 2 3.

Behavior in a sharp conversation 1 2 3. The results of the assessment may be used for diagnostic purposes. They should not be used as the sole basis for issuing an administrative or disciplinary conclusion against an employee.

Individual development plan. For each employee, an individual development plan can be developed in the following areas: monitoring their emotions; identifying stress factors; mastering breathing and relaxation exercises; developing active listening; practicing empathic communication; analyzing conflict situations; re-evaluating emotional reactions; and maintaining a psychological balance between work and personal life.

Practical recommendations for managers. The development of emotional stability among employees in justice authorities should not be limited to individual actions. It is also important to create a psychologically healthy work environment within the organization. Managers are advised to: Regularly monitor employees' levels of emotional distress. Directing criticism and feedback toward the activity rather than the person. Developing a culture of open and respectful communication with employees. Regularly organize training sessions on managing professional stress. Listening to employees' initiatives and opinions. Strengthening preventive psychological measures in positions where high emotional tension occurs. Ensuring an atmosphere of mutual respect and psychological security within the team.



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Methodological training program. Training topic:

"Emotional Intelligence and Emotional Stability in Stress and Conflict Situations"

Recommended duration: 6 academic hours.

Training objective: To develop the skills of justice officers in managing their emotional state in stressful and conflict situations, empathically communicating effectively, and making constructive decisions.

Training objectives: explaining the content of emotional intelligence; understanding stress mechanisms; identifying personal emotional triggers; teaching methods of emotional self-management; developing empathic communication skills; practicing methods of constructive conflict management; and strengthening professional emotional stability.

Training structure:

Module 1. Emotional intelligence and professional activity - 60 minutes.

Module 2. Stress and its psychological mechanisms - 60 minutes.

Module 3. Technique for feeling and managing one's emotions - 90 minutes.

Module 4. Constructive dialogue in conflict situations - 90 minutes.

Module 5. Role-playing games and case studies - 60 minutes.

Module 6. Reflection and individual development plan - 60 minutes.

Cases:

Case 1. Dissatisfied citizen. During the reception, the citizen speaks loudly, expressing their dissatisfaction with the employee's authority and actions in a sharp manner.

Questions: What emotional reaction should an employee primarily control?

What is the emotional state of a citizen? What phrases should the employee use?

What actions can escalate the conflict?



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What strategy is chosen for a constructive conclusion to the situation?

Case 2. The leader's criticism. The employee is severely criticized by the manager for the work performed.

Recommended analysis: The employee should distinguish between the emotional form of criticism and its content. It is advisable to focus on the question "What workflow can I improve?" rather than on the question "How was I treated?" The development of emotional intelligence and emotional stability should not be limited to a single training session. It is advisable for an effective system to cover the following stages: Diagnosis → education → practical exercise → observation → re-evaluation → individual development. At the same time, the dynamics of the employee's emotional competence are periodically assessed, and additional trainings are organized based on the identified needs.

Emotional intelligence and emotional stability in the professional activities of justice officers are an important psychological resource that complements legal knowledge and professional competence. In stressful and conflict situations, an employee's ability to understand and manage their emotions, correctly understand the emotional state of others, and use empathy and active listening skills in the communication process prevents conflicts from becoming destructive. Emotional stability is one of the important conditions for the high-quality performance of professional duties, objective decision-making, and compliance with service ethics requirements under conditions of high psychological pressure. Therefore, it is advisable to establish the development of emotional intelligence and emotional stability skills in the justice system as an integral part of the professional training, professional development, and psychological prevention system. This approach not only increases the psychological stability of an individual employee but also creates a healthy psychological environment within the organization, improves the quality of communication with citizens, and serves to increase the institutional efficiency of the justice authorities.