



## **Using Emotional Intelligence to Enable a Successful Tribunal Hearing**

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Emotional information, and levels of intensity and complexity, contribute each and every day to our interactions with those participating in our tribunal hearings and for ourselves, personally and professionally. To be able to optimise and engage emotions 'intelligently' requires individuals to begin to see and welcome emotions as pieces of critical data. For Tribunal members and staff this information is salient for effective decision making.

Thanks to neural plasticity and practice, we all have the opportunity to enhance our abilities to perceive, use, understand and manage emotions in ourselves and in others. How we read micro expressions and environmental cues, register sensations, facilitate thought and respond to triggers and changes in emotions are essential contributors to a successful outcome.

This interactive session will offer a practical discussion of the basics of neuroscience and emotional intelligence to enable tribunal members and staff to be better prepared for their upcoming matters and to be more agile during hearings.