



Course Title: EMOTIONAL INTELLIGENCE AND MANAGERIAL EFFECTIVENESS
Course Code: HR715
Credit Units: 3
Level: PG

| L | T | P/S | SW/FW | TOTAL CREDIT UNITS |
|---|---|-----|-------|--------------------|
| 3 | 0 | 0 | 0 | 3 |

Course Objectives:

- This course will enable the students to become aware of the sources of emotions and would help them learn how to use emotions intelligently for gaining managerial effectiveness.

Prerequisites:

- The students should have the knowledge of human behavior and its applied concepts.

Student Learning Outcomes:

- Explains the concepts and perceptives of emotional intelligence
- Demonstrates the application of emotional competencies in their personal and professional life
- Describes the role of emotional intelligence and its effectiveness in the workplace

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| Module I: Introduction to Emotional Intelligence | 20% |
| Emotional Brain, Theories of Emotion, Emotional Intelligence, concept and its evolution, | |

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| Differences between emotional quotient and intelligent quotient | |
| Module II: Emotional competencies | 20% |
| The emotional competency framework- Self awareness, self regulation, motivation, social awareness (empathy) and Social skill (relationship management), Measuring Emotional Intelligence- The emotional competency inventory | |
| Module III: Emotional literacy | 20% |
| Emotional intelligence and emotional literacy, Managing aggression and depression, Emotional literacy training- developing emotional skill (awareness), cognitive skills and behavioural skill | |
| Module IV: Emotional Intelligence at work place | 20% |
| The role of EI in leadership, EI and Leadership styles, Need of EI in Building Teams | |
| Module V: Emotional Learning in organizations | 20% |
| Training of EI in organization, developing emotional competencies through relationship at work and implementing EI programs | |

Assessment/ Examination Scheme:

| Theory L/T (%) | Lab/Practical/Studio (%) | End Term Examination |
|----------------|--------------------------|----------------------|
| 100 | NA | 100 |

Theory Assessment (L&T):

| | | | | | |
|---|----------------------|---------|------|------------|----------------------|
| Continuous Assessment/Internal Assessment | | | | | End Term Examination |
| Components (Drop down) | Mid- Term Exam | Project | Viva | Attendance | |
| Weightage (%) | 10% | 10% | 5% | 5% | 70% |

Text:

- Goleman Daniel – Working with emotional intelligence, Bantam Books
- [Cary Cherniss](#) (Editor), [Daniel Goleman](#) (Editor). The Emotionally Intelligent Workplace: How to Select For, Measure, and Improve Emotional Intelligence in Individuals, Groups, and Organizations Intelligence (1997)

References:

- Abad Ahmad, O P Chopra – Passion to Win, Excel Books Pvt. Limited.
- P.T. Joseph - The Nine Managerial styles of the Enneagram, Response Books
- Robert K Cooper, Aryan Sawaf – Emotional Intelligence in Business, Orion
- Goleman Daniel (2002).The new leaders- transforming the art of leadership into the science of results. A Little, Brown, Time Warner Book U.K.