# Emotional and Social Intelligence

**by University of California, Davis**

**About this Course**

"We are wired to connect. Neuroscience has discovered that our brains very design makes it sociable, inexorably drawn into an intimate brain to brain linkup whenever we engage with another person." Daniel Goleman – Prologue – Social Intelligence

Emotional and Social Intelligence (ESI) is defined as a set of competencies demonstrating the ability one has to recognize their behaviors, moods, and impulses, and to manage them best according to the situation. This course will give you the tools you need to be emotionally and socially intelligent in your workplace.

Having the ability to master ESI gives employees a distinct advantage in their positions. It allows them to access their emotional center while managing their relationships with their team members. Competencies associated with emotional and social intelligence are often what separates an average performer from a great one. And, unlike our overall intelligence, emotional intelligence can be learned and improved over time.

In this course, we will explain the value of emotional and social intelligence for professional success. We'll assess current emotional and social intelligence skills and you will discover the Foundational 4 Quadrants of Emotional and Social Intelligence (ESI) to understand, use and manage emotions. We will explain how stress can impact application of emotional and social intelligence skills, and reflect upon needed actions to take to create connections and build relationships for greater professional effectiveness.

**Taught by:**

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Continuing and Professional Education

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| **Basic Info** | Course 1 of 4 in the [Professional Skills for the Workplace Specialization](https://www.coursera.org/specializations/professional-skills-for-the-workplace) |
| **Level** | Beginner |
| **Language** | English, **Subtitles:**Arabic, French, Bengali, Ukrainian, Chinese (Simplified), Greek, Italian, Portuguese (Brazil), Vietnamese, Dutch, Korean, German, Pashto, Urdu, Russian, Thai, Indonesian, Swedish, Turkish, Azerbaijani, Spanish, Dari, Hindi, Japanese, Kazakh, Hungarian, Polish |
| **How To Pass** | Pass all graded assignments to complete the course. |
| **User Ratings** | Average User Rating 4.7 |

## How It Works

**General**

**How do I pass?**

To earn your Certificate, you’ll need to earn a passing grade on each of the required assignments—these can be quizzes, peer-graded assignments, or programming assignments. Videos, readings, and practice exercises are there to help you prepare for the graded assignments.

**What do start dates and end dates mean?**

Once you enroll, you’ll have access to all videos, readings, quizzes, and programming assignments (if applicable). If you choose to explore the content without purchasing, you may not be able to access certain assignments. If you don’t finish all graded assignments before the end of the session, you can reset your deadlines. Your progress will be saved and you’ll be able to pick up where you left off.

**What are due dates? Is there a penalty for submitting my work after a due date?**

Within a course, there are suggested due dates to help you manage your schedule and keep work from piling up. Quizzes and programming assignments can be submitted late without consequence. However, it is possible that you won't receive a grade if you submit your peer-graded assignment too late because classmates usually review assignment within three days of the assignment deadline.

**Can I re-attempt an assignment?**

Yes. If you want to improve your grade, you can always try again. If you’re re-attempting a peer-graded assignment, re-submit your work as soon as you can to make sure there’s enough time for your classmates to review your work. In some cases you may need to wait before re-submitting a programming assignment or quiz. We encourage you to review learning material during this delay.