MAN6121
Emotional Intelligence and Social Intelligence at Work
24488, 020, 3 Cr hours
Muma College of Business
Information Systems and Management

COURSE SYLLABUS
Last Updated: 1/31/2023

Semester: Spring 2022
Class Meeting Days: None
Class Meeting Location: Online
Instructor: Dr. Doreen MacAulay
Office Location: Virtual (MS Teams)
Office Hours for Dr. MacAulay: M W F 9:15-10:15am (Please make an appointment by emailing macaulay1@usf.edu)
Phone Number: 813-974-4354 (MS Teams) 813-203-7657 (Cell: please text before calling)
Email: macaulay1@usf.edu

I.   Welcome!
I hope you are ready for a great semester of learning, interacting and maybe even some fun! Emotional Intelligence and Social Intelligence at Work is a course designed to stretch you as a person to better understand how you interact with others and how to find the best way to develop your unique self and team.

II.   University Course Description
This course is designed to teach students how to master the day to day interactons with employees, clients and partners in the workplace. Rooted in management and communication theory, this course examines topics including coaching, relationship building and managing difficult conversations.

III.   Learning Environment
I see myself as a facilitator of your learning journey. Therefore, I hope to create a learning environment where you are the lead, and I am here to assist. I expect each student to take responsibility to own their learning experience. This means different things for different people, but the diverse approach to learning is welcome. I want to ensure you have what you need to successful gain knowledge from this experience. Please know I am here to aid and assist you to ensure you get the most from this course.

I consider the diversity of students to be a strength and an important component of a successful learning experience. As this course prepares you to function at a level of excellence in the

workplace, I want to ensure you embrace the strengths that a diverse work environment has to offer you.

Additionally, the University of South Florida considers the diversity of its students, faculty, and staff to be a strength and critical to its educational mission. USF expects every member of the university community to contribute to an inclusive and respectful culture for all in its classrooms, work environments, and at campus events.

Dimensions of diversity can include sex, race, age, national origin, ethnicity, gender identity and expression, intellectual and physical ability, sexual orientation, income, faith and non-faith perspectives, socio-economic class, political ideology, education, primary language, family status, military experience, cognitive style, and communication style. The individual intersection of these experiences and characteristics are also valued in our community.

IV. Course Prerequisites
There are no prerequisites for this course.

V. Course Objectives
- To investigate the role of mentors, coaches and coaching strategies.
- To develop emotional and social intelligence in self and employees.
- To develop skills to engage in difficult conversations with stakeholders.
- To critique management communication in both written and verbal forms.
- To weigh the importance and skills related to networking and relationship building
- To understand social and cultural diversity counseling and techniques

VI. Learning Outcomes
Upon completion of this course, students will be able to:
- Demonstrate evidence of effective coaching and mentoring strategies.
- Demonstrate evidence of emotional and social intelligence in self.
- Demonstrate skills to engage in difficult conversations with stakeholders.
- Effectively critique management communication in both written and verbal forms.
- Demonstrate evidence of social and cultural diversity counseling techniques

VII. How to Succeed in this Course
Successful students should follow several practical tips before each online session:
1. Attitude Matters – you will get what you put into this course.
2. Check Canvas and emails regularly for announcements. Make sure you are getting notifications because that will be our main source of communication.
3. Use the **Modules tab** as your main page to know what is required for the course.
4. Do not Multi-task. Be Present.

VIII. Communication
Please email your me at macaulay1@usf.edu. If you email me at this address, you can expect a response within 24 hours. If you do not hear within 24 hours, please feel free to email a second

time or text me at 813-2037657. Please use this only if you are really need to get a hold of me in a timely manner. Please do not use canvas email. It sometimes does not come through and attachments rarely work. I cannot guarantee I will get messages sent through canvas.

IX. Required Texts and/or Readings and Course Materials
   1) You will need to buy one book from the approved EI/SI book list (see canvas/module 1/Book Review List).
   2) All other material will be posted by week on Canvas.

X. Grading Scale

Letter Grade	F	D	C	C+	B-	B	B+	A-	A	A+
% earned	49	50-59	60-69	70-74	75-79	80-84	85-89	90-93	94-96	97-100
	Not Acceptable		Acceptable	Below Expectation		Mets Expectation		Above Expectation		Exceptional work

XI. Graded Work and Weights

Assignment	%
Article Discussions (7 weeks @ 3 points each)	21
Personal Reflection Journal (11 weeks @ 1 point each)	11
Lecture Activities (16 @ .5 points each)	8
Tests (2 @ 10 points each)	20
Book Review	15
Discussion Lead (5-minute presentation on assigned topic)	10
Debono's Hat (2 Parts) Part 1 (5 points): What is DeBono's Hats? Part 2 (10 points): Playing a Role – The Critical Hat.	15
TOTAL	**100**

XII. Assignment Details

General information
I expect you will cite ideas and content that is not your own in all submissions. If you are using someone else's ideas, you need to have a citation and reference section to the submission. Even if you are not using a direct quote, there needs to be credit given to the author of the ideas that you use.

If you need information on how to cite please see:
https://owl.purdue.edu/owl/research_and_citation/apa_style/apa_formatting_and_style_guide/general_format.html . Your work does not have to be APA style, it can be MLA style or other, but the link is just an option for those that have not used citations in the past or for those that need to brush up on their knowledge in this area.

Consider all your submission to be formal submissions. Even your discussion posts should be considered formal. So, be sure to have one idea per paragraph. I do not want one large paragraph that has all of your ideas listed in one place. **Points will be deducted for one paragraph responses.** Remember you are in a business program. Concise writing is preferred. Headings and bullets are welcomed.

Assignment Details
(More information on each is provided on Canvas. See the module the item is due for the details)

Article Discussions – You will be asked to review and response to 7 articles throughout the entire course. There will be several options each week, but you can choose which ones you engage with on any given week. So note, there will be discussion boards for every article posted, engage in as many as you would like, but at minimum you need and will be graded on 7.

For the Submission, you will be asked to read the paper and have two points of engagement in the discussion. It can be that you provide a takeaway from the paper, that you comment on someone else's takeaway, that you ask a question that related to the article or provide additional information that supports or refutes the paper. You need to be sure however, that there are two points of engagement. (approximately 50-100 words)

Personal Reflection Journal – Each week you will be asked to submit a reflection journal on the class. You are asked to provide three main takeaways from the course material and explain how those three takeaways could help you be a better manager (approximately 100 words, bullets or paragraph format welcome)

Lecture Activities – Each week you will be asked to complete some simple activities that are to replace the classroom participation. There will be 16 of these opportunities throughout the entire course. Each time you complete one, it will be worth .5 points. This is a complete/incomplete grade. Therefore, no minimum/maximum word count.

Tests – There will be 2 tests are 10 points each. These will be closed book but will be solely based on lecture material. There will be MC, matching, and short answer.

Book Review – You will be asked to read a book of your choice from a selected list. You are then asked to write a one-page summary of the book. Additionally, you are to provide four valuable points you could share with a team you are managing and your favorite quote. Maximum length for the entire submission is 2 pages.

Discussion Lead – Each week there will be a series of topics that are to be presented. Each student will need to address one of the topics. There will be multiple people presenting each week. You do not have to work as a team, but you cannot present the same material. You will be responsible for reaching out to the other presenters to ensure you are not presenting the same work. A list will be provided in Module 1 so you can see who is presenting in the same Module as you. To address the topic, you can do one of the following: a video presentation (5 minutes maximum), provide a report (2 page maximum), or use another forum of media/learning (be creative). You can do this exercise in dyads or triads if you want, but it is not required to be completed in a group. To be successful in this assignment, you need to provide a well-research form of information that clearly educates the audience on the topic. Be sure to reference all of your work.

Debono's Hats – Part 1 and Part 2
Part 1 – You will be asked to submit a maximum one-page summary of what DeBono's Hats are and how they could be used in the workplace. Think of it like you are wanting to share the idea with your team for un upcoming brainstorming session. How would you present it to them in a written format? (100-200 words).

Part 2 - To help keep us critical, one week you will be assigned to wear the critical cap. This means that you will have to bring in evidence that shows the negative side of one of the topics being discussed (or a concept that is related to it). This will be assigned to you. You will see the list of when you are presenting on Canvas (Module 1). You will need to provide a peer-reviewed

article that calls into question or looks at the negative side of the concept we are talking about. You will need to provide a link to the article and a 250-word summary. If you would prefer, you can replace the written summary with a 5-minute maximum video presentation. This will be submitted into a discussion board so that everyone can have an opportunity to engage with your content.

XIII. Course Schedule*

M	Topics	Deliverable List	Due
1	Introduction: The art and science of navigating social complexities as a manager	Lecture Activities; Personal Reflection	F12
2	Emotional Intelligence: Developing self	Lecture Activities; Discussion[1]; Personal Reflection	F19
3	Emotional Intelligence: Developing Employees	Lecture Activities; Discussion; Personal Reflection; Check DeBono and Lead[2]	F26
4	Communication in the new era: verbal, non-verbal and written	Lecture Activities; Discussion; Personal Reflection; Check DeBono and Lead	M5
5	Active listening skills and employee counseling	Lecture Activities; Discussion; Personal Reflection	M12
		Test 1	
Module 6 - Spring Break March 13-19				
7	Mentoring and coaching	Lecture Activities; Discussion; Personal Reflection	M26
8	Having difficult conversations & addressing grievances	Lecture Activities; Discussion; Personal Reflection; Check DeBono and Lead	A2
9	Relationship building at work: networking within the workplace	Lecture Activities; Discussion; Personal Reflection; Check DeBono and Lead	A9
10	The art of giving and receiving feedback	Lecture Activities; Discussion; Personal Reflection; Check DeBono and Lead	A16
11	Problem solving with employees	Lecture Activities; Discussion; Personal Reflection; Check DeBono and Lead	A23
		Test 2	
12	Sharpening the Saw – Bringing it all together	Lecture Activities; Discussion; Personal Reflection; Check DeBono and Lead	A30
		Book review	A30

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[1] Discussion = Article Discussions; You need to complete 7 throughout the semester. There are multiple opportunities in each module.

[2] Each week different people will be assigned to complete the discussion lead and the Debono's Hat exercise. See Canvas for you date.

XIV. Standard University Policies

Policies about disability access, religious observances, academic grievances, academic integrity and misconduct, academic continuity, food insecurity, and sexual harassment are governed by a central set of policies that apply to all classes at USF. These may be accessed at: https://www.usf.edu/provost/faculty/core-syllabus-policy-statements.aspx

XV. Course Policies: Grades

Late Work:
You will receive 75% for work passed in up to 24 hours late. You will receive 50% for work passed in after 24 hours. To receive an excused late submission, you must provide the professor with documentation to verify extenuating circumstances (hospitalization, death in the family).

Incomplete Policy:
An "I" grade indicates incomplete coursework and may be awarded to a student only when a small portion of the student's work is incomplete and only when the student is otherwise earning a passing grade.

Basis for Grades:
The following is the summary of the requirements for this course. See Canvas for further detail.

Grades of "Incomplete":
An "I" grade may be awarded to a student only when a small portion of the student's work is incomplete and only when the student is otherwise earning a passing grade. The time limit for removing the "I" is to be set by the instructor of the course. For undergraduate students, this time limit may not exceed two academic semesters, whether or not the student is in residence, and/or graduation, whichever comes first. For graduate students, this time limit may not exceed one academic semester. "I" grades not removed by the end of the time limit will be changed to "IF" or "IU," whichever is appropriate.

XVI. Course Policies: Technology and Media

Email: Class communications will happen through canvas email of the announcements section. Please be sure you are receiving your emails from canvas. If you email your TA or the instructor, you should receive a response within 24 (weekdays) - 48 hours (weekends). If you have not received a message, **please feel free to follow-up with the individual**.

Canvas: Canvas will be your main source of materials for this course. Please be sure to sign into the class canvas site. If you need help learning how to perform various tasks related to this course or other courses being offered in Canvas, please view the following videos or consult the Canvas help guides. You may also contact USF's IT department at (813) 974-1222 or help@usf.edu.

XVII. Course Policies: Student Expectations

Course Hero / Chegg Policy:
The USF Policy on Academic Integrity specifies that students may not use websites that enable cheating, such as by uploading or downloading material for this purpose. This does apply specifically to Chegg.com and CourseHero.com – any use of these websites (including uploading proprietary materials) constitutes a violation of the academic integrity policy.

End of Semester Student Evaluations:
All classes at USF make use of an online system for students to provide feedback to the University regarding the course. These surveys will be made available at the end of the semester, and the University will notify you by email when the response window opens. Your participation is highly encouraged and valued.

Turnitin.com:
In this course, turnitin.com will be utilized. Turnitin is an automated system which instructors may use to quickly and easily compare each student's assignment with billions of web sites, as well as an enormous database of student papers that grows with each submission. Accordingly, you will be expected to submit all assignments in electronic format. After the assignment is processed, as instructor I receive a report from turnitin.com that states if and how another author's work was used in the assignment. For a more detailed look at this process visit http://www.turnitin.com.

XVIII. Learning Support and Campus Offices

Tutoring Hub
The Tutoring Hub offers free tutoring in several subjects to USF undergraduates. Appointments are recommended, but not required. For more information, email asctampa@usf.edu

Writing Studio
The Writing Studio is a free resource for USF undergraduate and graduate students. At the Writing Studio, a trained writing consultant will work individually with you, at any point in the writing process from brainstorming to editing. Appointments are recommended, but not required. For more information or to make an appointment, email writingstudio@usf.edu

Counseling Center
The Counseling Center promotes the wellbeing of the campus community by providing culturally sensitive counseling, consultation, prevention, and training that enhances student academic and personal success. Contact information is available online.

Center for Victim Advocacy
The Center for Victim Advocacy empowers survivors of crime, violence, or abuse by promoting the restoration of decision making, by advocating for their rights, and by offering support and resources. Contact information is available online.