

Self-Learning Assessment Report (MOOC)

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Stage 1: How Emotional Intelligence Training Enhanced Team Collaboration in a Corporate Setting

Summary (300–400 words): The presentation Summary (Approx. 400 Words)

The article “How Emotional Intelligence Training Strengthened Team Collaboration in a Corporate Environment” explores the transformative impact of emotional intelligence (EI) on teamwork, communication, and productivity in modern organizations. Based on insights from the NPTEL course on Emotional Intelligence, it highlights how developing emotional skills enables individuals and teams to work more cohesively and effectively in dynamic business settings. Emotional intelligence, as described by psychologist Daniel Goleman, consists of five core components—self-awareness, self-regulation, motivation, empathy, and social skills. These elements empower individuals to understand and manage their own emotions while responding sensitively to others. Unlike IQ, which measures analytical ability, EI focuses on emotional awareness and interpersonal effectiveness, both of which are essential for creating positive workplace relationships. In corporate environments, where stress, deadlines, and diverse personalities intersect, the absence of emotional intelligence often leads to miscommunication, low morale, and conflict. Conversely, organizations that foster EI through structured programs experience greater trust, collaboration, and decision-making efficiency. The article illustrates this through a case study of a mid-sized technology firm that implemented a six-week EI training initiative. The program included self-reflection exercises, empathy workshops, mindfulness practices, and teamwork activities designed to strengthen emotional understanding and cooperation. Following the training, employees demonstrated improved emotional control, empathetic listening, and teamwork. Specific outcomes included more respectful conflict resolution, stronger interpersonal trust, and heightened motivation. Managers also began practicing empathetic leadership, enhancing team engagement and psychological safety. These results showed that emotional intelligence is not only a personal asset but also a collective competency that shapes organizational culture. The article further extends the application of EI beyond immediate team dynamics. In remote or hybrid work environments, EI fosters virtual trust and communication; in customer relations, it improves satisfaction and loyalty; and in leadership, it promotes authenticity and empathy. Moreover, EI proves vital in managing organizational change, helping teams navigate uncertainty with resilience and adaptability. Beyond the workplace, emotional intelligence supports mental well-being, stress management,

and balanced relationships, contributing to a more harmonious personal life. Ultimately, the article concludes that EI is no longer a soft skill but a strategic necessity. By integrating emotional intelligence into organizational culture, businesses can build teams that are not only productive but also emotionally connected, empathetic, and resilient—creating workplaces that are both high-performing and humane.