

Course Code	Emotional Intelligence	Course Type	LT
HUM1002		Credits	3

Objectives:

1. To make the student emotionally intelligent
2. Help student understand the link between EI and success
3. Learn best practices in developing EI abilities
4. Emotional Management

Expected Outcomes :

Students will be able to

- demonstrate and compare EQ and IQ
- measure Emotional Intelligence
- evaluate the impact of EI on success
- apply EI skills

Student Learning Outcomes(SLO):

Module	Topics	L. Hrs	SLO
1	Introduction to Emotional Intelligence: Emotional Intelligence. Importance of Emotional intelligence. Benefits of EI, Understand the difference between Trait EI and Ability EI, The difference between IQ and EQ, concept of SQ (social quotient) and AQ (adverse quotient), Measuring Emotional Intelligence, 5 Dimensions of Trait EI Model Self Awareness (SA) Managing Emotions (ME) Motivation (M) Empathy (E) Social Skills (SS) Determine your EQ. Skills in emotional Intelligence: Four Skills in Emotional Intelligence,	13	2
2	Social Skills: Making an impact, Creating a powerful first impression, Assessing a situation, Being zealous without being offensive, Traits of a person with high social skills Self-awareness: Seeing the other side, Giving in without giving up, Life Positions – you and only you can choose your mindset; Self-Perception: Emotional Self Awareness, Self –Regard, Self-Actualization. Self-Expression: Assertiveness, Independence, Self –Regard	6	3,4
3	Interpersonal Relationships: Interpersonal Relationships, Johari window, Empathy, Social Responsibility, Handling Tough Conversations, Responding to Anger, Support and Negotiation, Team Integration. Decision Making: Reality Testing, Problem Solving, Impulse.	6	9, 12
4	EI and personal effectiveness: Flexibility, Stress Tolerance, Optimism. General Mood: Happiness. Emotional Intelligence in the Workplace: Applying Emotional Intelligence in the Workplace, Performance in the business environment. How to handle the stress/depression at home being unemployed-causes, techniques and remedies.	6	18
5	How to accurately perceive emotions, Use emotions to facilitate thinking, Understand emotional meanings, Manage emotions; Verbal Communication Skills: Focused listening, Asking questions, Communicating with flexibility and authenticity; Non-Verbal Communication Skills: Body language, The signals you send others, It's not what you say, it's how you	6	10

6	say it; Social Management and Responsibility: Articulate your Emotions Using Language, Disagreeing Constructively	2	
	Interaction with Experts on Contemporary Topics		
		Total Lectures:	40
Text Books	1. Emotional Intelligence Why It Can Matter More Than IQ: Bloomsbury Publication-Daniel Goleman (2016)		
References	1. The Language of Emotional Intelligence: The Five Essential Tools for Building Powerful and Effective Relationships : Jeanne Segal (2008) 2. Who Moved My Cheese, Publisher : RHUK, Spencer Johnson (1999) 3. Affirmations : How to Expand Your Personal Power & Take Back Control of Your Life, Publisher : Hay House, Stuart Wilde (2004)		
Mode:	Lectures, Individual Exercises, Team Exercises, Assignments and Continuous Assessment tests.		
Assessment Method:	Unannounced open book examinations, quizzes, any other innovative assessment practices followed by faculty, in addition to continuous assessment tests and final examinations.		
Recommendation by Board of studies on:	18/06/2020		
Approval by Academic Council on:	29/06/2020		
Compiled by:	Prince Jason		