

PROGRAM	Master of Business Administration
SEMESTER	3
COURSE TITLE	Emotional Intelligence
COURSE CODE	04MB0357
COURSE CREDITS	03
COURSE DURATION	42 Hrs (42 sessions of 60 minutes each)

COURSE OUTCOMES:

- * Understand the concept and significance of emotions
- * Explain the ability to recognize and regulate the emotions
- * Know how to use emotions to facilitate thought and behaviour that support high performance
- * Analyse the competencies of Emotional Intelligence for personal and workplace effectiveness
- * Gain Knowledge to measure and assess Emotional Intelligence

COURSE CONTENT:

Unit No.	Unit / Sub Unit	Sessions
Unit: 1	INTRODUCTION: Emotions–Concept, Components of Emotion, Emotion Wheel, Emotions and Childhood, Emotional Developments, Emotional Maturity, Emotions and Enneagram, Rational Emotive Therapy, Role of Emotions, Emotions and Attitude	10
Unit: 2	CONCEPT OF EMOTIONAL INTELLIGENCE: Emotional Intelligence- Concept, History of Emotional Intelligence, Science of Emotional Intelligence, Emotional Quotient and Intelligence Quotient, Models of Emotional Intelligence, Strategies to improve Emotional Intelligence, Emotional Intelligence and Resilience	8
Unit: 3	COMPONENTS OF EMOTIONAL INTELLIGENCE: Self-awareness, Self-regulation, Self-motivation, Empathy, Social skills, Developing Emotional Intelligence, Interpersonal Management, Intrapersonal Management, Problem Solving, Conflict Management	8
Unit: 4	EMOTIONAL INTELLIGENCE AT WORKPLACE: Role of Emotional Intelligence at Workplace, Stress Tolerance, Anxiety Management, Social Competencies, Emotionally Intelligent-Leadership, Emotionally Intelligence-Job Performance, Emotional Intelligence-Teamwork, Emotional Labour	8
Unit: 5	MEASURING EI AND IMPACT OF EI: Bar-On Emotional Quotient Inventory, Mayer-Salovey-Caruso Emotional Intelligence Test, The Work Group Emotional Intelligence Profile, Emotional Intelligence-Personality, Impact of Emotional Intelligence on Behaviour, Behavioural Emotional Quotient, Emotional Intelligence- Relationships	8



EVALUATION:

The students will be evaluated on a continuous basis and broadly follow the scheme given below:

		Weight age
A	Continuous Evaluation Component (Assignments / Presentations/ Quizzes / Class Participation/Experiment etc.)	20% (C.E.C.)
B	Internal Assessment	30% (I.A.)
C	End-Semester Examination	50% (External Assessment)

TEXT BOOKS

Sr. No	Author/s	Name of the Book	Publisher	Edition and year of publication
T-01	Dr. Dalip Singh	Emotional Intelligence	Sage Publication	4 th -2015
T-02	Daniel Goleman	Working with Emotional Intelligence	Bantam Doubleday Dell Publishing Group	2000
T-03	Liz Wilson, Stephen Neale & Lisa Spencer-Arnell	Emotional Intelligence Coaching	Kogan Page India Private Limited	2012

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Sr. No	Author/s	Name of the book	Publisher	Edition and year of publication
R-01	Daniel Goleman	Emotional Intelligence - Why it can Matter More than IQ	Bantam Doubleday Dell Publishing Group	1996
R-02	Gupta S.K.	Guidance and Counselling in Indian Education	New Delhi: NCERT	1980
R-03	Jean Greaves and Travis Bradberry	Emotional Intelligence 2.0	Talent Smart	2009
R-04	David R. Caruso and Peter Salovey	The Emotionally Intelligent Manager: How to Develop and Use the Four Key Emotional Skills of Leadership	Jossey-Bass	1 st - 2004