

# AMRITA VISHWA VIDYAPEETHAM

## PhD Course

### CO808 EMOTIONAL INTELLIGENCE 3-0-0 3

**CREDITS: 3**

**MARKS: 100**

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## **OBJECTIVES**

**On completion of the course, the research scholar will**

- acquaint with the knowledge of emotional intelligence and its importance to personal and professional success.
- recognize four domains of Emotional Intelligence
- increase the level of emotional intelligence
- employ the emotions for better decision making
- use energy and enthusiasm to motivate others

## **COURSE CONTENT**

### **Unit 1: Concept of Emotional Intelligence**

- 1.1 Emotion- Meaning, characteristics of emotion, components of emotion-cognitive component, physiological component, Behavioural component.
- 1.2 Types of emotions, exposing the myths about emotion, physiological or bodily changes accompanying emotions, How emotions affect our thinking and actions?
- 1.3 Development of emotions and emotional maturity, Emotional Intelligence – concept, history, measurement of EI - Bar-On Emotional Quotient Inventory, emotional competency inventory, Emotional and social competency inventory, Mayer-Salovey-Caruso Emotional Intelligence Test, self-rated emotional intelligence scale.

### **Unit 2: Intrapersonal Awareness**

- 2.1 Working with EI - EI can be enhanced or developed, models of EI: Ability models, Trait models, Mixed model, development of EI
- 2.2 Emotional Self Awareness – Introduction, Meaning and Definition, Emotional Self-awareness and Success, development of emotional self-awareness
- 2.3 Accurate self-assessment-meaning and definition, Introduction, accurate self-assessment success
- 2.4 Self-confidence –Introduction, need and importance of self-confidence in one's life.

### **Unit3-Intrapersonal Management**

- 3.1 Emotional self-control-meaning and definition, emotional self-control and success
- 3.2 Developing or improving the ability of emotional self-control: stage1-identification or awareness about the parent emotional state, stage2-determining underlying causes responsible for the present emotional state, stage3-adopting measures for getting control of the emotional state
- 3.3 Stress Tolerance: Stress - Meaning and definition, Factors responsible for inducing stress, Development of stress Tolerance
- 3.4 Assertiveness, Self –actualisation and Optimism- concept, meaning and importance

#### **Unit4-Interpersonal and Intrapersonal Awareness**

- 4.1 Interpersonal Awareness Introduction, awareness about others-meaning and definition, awareness about others and success, personal life,professional life, development of awareness about others, empathy and reality testing.
- 4.2 Interpersonal Management - Managing Interpersonal Relationships, Flexibility, Flexibility and success
- 4.3 Problem Solving – meaning, scientific method of problem solving, development of problem solving ability

#### **Unit 5 Conflict Management and Leadership**

- 5.1 Conflict Management- meaning, definition, concept, stages- pre-negotiation stage, negotiation stage, post negotiation stage, conflict management and success.
- 5.2 Co-operation and collaboration- meaning, skill of co-operation and collaboration and success, development of the skill of co-operation and collaboration
- 5.3 Leadership- leadership – meaning and definition , leadership style and traits - task-oriented and relation oriented styles, authoritarian, democratic and laissez faire styles, Inspirational leadership., development of inspirational leadership.

#### **Suggested Activities / Practicals / Tutorials**

##### **Practicals**

- Collecting at least 50 reviews related to Emotional Intelligence.
- Construct a tool for evaluating the Emotional Intelligence.
- Conduct a pilot study to assess the Emotional Intelligence of employees working in any Industry.
- Prepare a detailed outline of talk on factors affecting emotional intelligence among employees working in any two or three industries.
- Prepare and present a paper in any national/international conference

**Textbooks**

Emotional Intelligence-Dileep Chowdhary

Emotional Intelligence –Daniel Goleman

**References Textbook**

- Daniel Goleman (1996) Emotional Intelligence. Why it can matter more than IQ. Bantam Doubleday Dell Publishing Group.
- Daniel Goleman (2000) Working with Emotional Intelligence. Bantam Doubleday Dell Publishing Group
- Liz Wilson, Stephen Neale & Lisa Spencer-Arnell (2012). Emotional Intelligence Coaching. Kogan Page India Private Limited.
- Gupta S.K. (1980), *Guidance and Counselling in Indian Education*, New Delhi: NCERT

