

Course Code	Course Name	Course Type	Cd	L	T	P	Marks		
							Internal	Final Exam	Total
UGMDC-303(C)	Emotional Intelligence in Business	MDC	3	3	0	0	40	60	100

Course Outcomes

At the end of the course the student will be able to	
CO1	Examine the basic concepts of emotional intelligence.
CO2	Appraise the various components related to Emotional intelligence.
CO3	Articulate the various models of emotional intelligence to manage emotions.
CO4	Develop self-awareness and self-regulation techniques.
CO5	Assessing the impact of Emotional Intelligence on business performance.

Detailed Syllabus**Section-A**

Unit 1: Introduction to Emotional Intelligence: Meaning, Characteristics and Components of Emotion, Emotional Intelligence (EI) - Concept, Components, Goleman Model, Benefits, Myths and Historical Development; Know your EQ (Emotional Quotient Test), Relationship between EQ and IQ.

(07Hrs)

Unit 2: Emotional competencies: Self-awareness, Self-regulation, Self-motivation, Social Awareness and Social Skills, Empathy, Recognition and Understanding of Emotions in Oneself and Others; Emotional Awareness in Oneself and Others.

(08Hrs)

Unit 3: Managing Emotions and Models of Emotional Intelligence: The relationship between emotions, thought and behaviour, Techniques to manage emotions; Self-Management- Managing emotions, anxiety, fear, and anger; Models- Ability Model, Trait Model and Mixed Model of Emotional Intelligence.

(08Hrs)**Section B**

Unit 4: Self-Awareness and Self-Regulation: Understanding Self-Awareness, the importance of self-awareness in personal and professional growth, Techniques for developing self-awareness, the importance of managing emotions in the workplace, Strategies for self-regulation, Mindfulness and stress management techniques.

(07Hrs)

Unit 5: Empathy and Applying EI in Professional Settings: The significance of empathy in building professional relationships, differentiating between Apathy, sympathy, empathy and compassion; Examples of empathy in leadership and team dynamics, Conflict resolution and negotiation, Assessing the impact of EI on business performance.

(06Hrs)**Textbooks**

S. No.	Name of the Books	Author	Publisher	Edition (Pub. Yr.)
1	Emotional intelligence	Steven J. Stein	Willey	1st(2009)
2.	An Introduction to Emotional Intelligence	Lorraine Dacre Pool, Pamela	Willey	1st(2018)

Reference Books

S. No.	Name of the Books	Author	Publisher	Edition (Pub. Yr.)
1	Emotional Intelligence	Liz Wilson, Stephen Neale & Lisa Spencer-Arnell	Kogan Page IndiaPrivate Limited	2nd(2012)