



Kot Bhalwal, Jammu



Model Institute of Engineering  
& Technology (Autonomous)  
Course Handout

## COURSE HANDOUT

EMOTIONAL INTELLIGENCE IN BUSINESS (UGMDC-303(C))

BBA (H) –3<sup>rd</sup> SEMESTER

ACADEMIC YEAR (2024-25)

**Dr Swati Samnotra**

Assistant Professor

School of Management-UG



School of Management-UG

Model Institute of Engineering & Technology (Autonomous)

Kot Bhalwal, Jammu - 181122

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Dr. Arun K. Gupta Teaching-Learning Centre

Version 1.1



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**SYLLABUS**

Course Code	Course Name	Course Type	Cd	L	T	P	Marks		
							Sessional	Final Exam	Total
UGMDC-303 (C)	Emotional Intelligence in Business	MDC	3	3	0	0	40	60	100
Faculty Details	<a href="mailto:swati.mba@mietjammu.in">swati.mba@mietjammu.in</a>								

**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.

**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.

(07 Hrs)

**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.

(08 Hrs)

**Section-B**

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

(08 Hrs)

**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.

(07 Hrs)

**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.

(06 Hrs)



### Text Books

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

### Reference Books

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

### COURSE PLAN

#### Unit-I Introduction to Emotional Intelligence

S. No	Topics	Recommended Books
1	Meaning, Characteristics and Components of Emotion	Book 1, Ch.1
2	Emotional Intelligence (EI) - Concept, Components, Benefits, Myths and Historical Development	Book 1, Ch.1
3	Goleman Model	Book 1, Ch.1
4	Know your EQ (Emotional Quotient Test)	Book 1, Ch.4
5	Relationship between EQ and IQ	Book 1, Ch.4

#### Unit-II Emotional competencies

6	Self-awareness, Self-regulation	Book 1, Ch.17
7	Self- motivation, Social Awareness	Book 1, Ch.17
8	Social Skills, Empathy	Book 1, Ch.17
9	Recognition and Understanding of Emotions in Oneself and Others	Book 1, Ch.10
10	Emotional Awareness in Oneself and Others	Book 1, Ch.1

#### Unit- III Managing Emotions and Models of Emotional Intelligence

11	The relationship between emotions, thought and behavior	Book 1, Ch.6
12	Techniques to manage emotions	Book 1, Ch.6
13	Self-Management- Managing emotions, anxiety, fear, and anger	Book 1, Ch.5
14	Models- Ability Model, Trait Model and Mixed Model of Emotional Intelligence.	<a href="https://files.eric.ed.gov/fulltext/ED628808.pdf">https://files.eric.ed.gov/fulltext/ED628808.pdf</a> <a href="https://egyankosh.ac.in/bitstream/123456789/69791/1/Unit-4.pdf">https://egyankosh.ac.in/bitstream/123456789/69791/1/Unit-4.pdf</a>

#### Unit-IV Self-Awareness and Self-Regulation

	Understanding Self-Awareness, the importance of self-awareness in personal and professional growth	<a href="https://study.com/academy/lesson/self-awareness-for-professionals-importance-examples.html">https://study.com/academy/lesson/self-awareness-for-professionals-importance-examples.html</a>
	Techniques for developing self-awareness	Book 1, Ch.17
	The importance of managing emotions in the workplace	<a href="https://study.com/academy/lesson/emotions-in-the-">https://study.com/academy/lesson/emotions-in-the-</a>



		<a href="#">workplace-purpose-functions.html#:~:text=E motions%20can%20play%20a%20significant,stay%20or%20quit%20their%20job.</a>
	Strategies for self-regulation	Book 1, Ch.17
	Mindfulness and stress management techniques	<a href="https://www.mindful.org/how-to-manage-stress-with-mindfulness-and-meditation/">https://www.mindful.org/how-to-manage-stress-with-mindfulness-and-meditation/</a> <a href="https://agerrtc.washington.edu/info/factsheets/mindfulness">https://agerrtc.washington.edu/info/factsheets/mindfulness</a>
<b>Unit-V Empathy and Applying EI in Professional Settings</b>		
	Empathy and Applying EI in Professional Settings	Book 2, Ch.5
	The significance of empathy in building professional relationships, differentiating between Apathy, sympathy, empathy and compassion	<a href="https://fastercapital.com/to pics/the-role-of-empathy-in-professional-relationships.html">https://fastercapital.com/to pics/the-role-of-empathy-in-professional-relationships.html</a> <a href="https://rickmcnary.me/the-difference-between- apathy-sympathy-and- empathy#:~:text=Empathy%20feels%20the%20pain%20of,an%20emotion%20into%20an%20accomplishment.">https://rickmcnary.me/the-difference-between- apathy-sympathy-and- empathy#:~:text=Empathy%20feels%20the%20pain%20of,an%20emotion%20into%20an%20accomplishment.</a>
	Examples of empathy in leadership and team dynamics	<a href="https://managementconsulted.com/empathy-in-leadership/">https://managementconsulted.com/empathy-in-leadership/</a> <a href="https://jobya.com/learn/workplace/workplace_skills/the_role_of_empathy_in_enhancing_team_dynamics">https://jobya.com/learn/workplace/workplace_skills/the_role_of_empathy_in_enhancing_team_dynamics</a>
	Conflict resolution and negotiation	<a href="https://www.shapironegotiations.com/negotiations/how-conflict-resolution-and-negotiation-strategies-work-together/">https://www.shapironegotiations.com/negotiations/how-conflict-resolution-and-negotiation-strategies-work-together/</a> <a href="https://onlinecourses.swayam2.ac.in/cec23_hs07/preview">https://onlinecourses.swayam2.ac.in/cec23_hs07/preview</a>
	Assessing the impact of EI on business performance.	Book 2, Ch.5

#### ADDITIONAL WEB RESOURCES

1.	<b>MOOC:</b> Emotional Intelligence <a href="https://www.coursera.org/learn/emotional-intelligence-cultivating-immensely-human-interactions">https://www.coursera.org/learn/emotional-intelligence-cultivating-immensely-human-interactions</a>
2.	<b>NPTEL:</b> Course on Emotional Intelligence <a href="https://onlinecourses.nptel.ac.in/noc23_hs85/preview">https://onlinecourses.nptel.ac.in/noc23_hs85/preview</a>





### GRADING AND ASSESSMENT

- **Sessional Test:** 20 marks
- **Assignment:** 10 marks
- **Attendance:** 10 marks
- **Final Examination:** 60 marks

### COURSE POLICIES

- **Attendance:** Minimum 75% attendance is mandatory to appear in the final examination of the course.
- **Academic Integrity:** MIET's academic integrity policies apply. Plagiarism will not be tolerated.
- **Late Submissions:** Assignments and projects must be submitted by the specified timelines.

### FACULTY INFORMATION

- **Office Hours**  
Monday (12:05 PM-12.45 PM)
- **Contact Information**  
[swati.mba@mietjammu.in](mailto:swati.mba@mietjammu.in)