

# HRM: Emotional Intelligence Development

<i>Lecturer</i>	Bonti- Borgese
<i>Semester</i>	Winter
<i>ECTS</i>	3
<i>Description</i>	<p>Development of relational competencies in an organizational context. The objective of the course is to increase the ability of</p> <ul style="list-style-type: none"><li>• understanding others and their emotions</li><li>• investigating other's perspective through listening and questioning,</li><li>• influencing others through communication,</li><li>• conducting a skillful discussion inside a group,</li><li>• dealing with and resolve difficult interpersonal situations.</li></ul>
<i>Course Outline</i>	<ol style="list-style-type: none"><li>1. introduction</li><li>2. emotional intelligence</li><li>3. self awareness</li><li>4. approaches to listening and communication that promote learning</li><li>5. teamwork</li><li>6. conflict management</li></ol>
<i>Textbooks</i>	<p>Educational material consists of selected items in relation to each topic. It will be made available to attending the course</p>
<i>Optional Reading</i>	
<i>Prerequisites</i>	<p>Students should be familiar with Organizational Behavior concepts Suggested reading: Kreitner R.; Kinicki A., Organizational Behavior, 9th Edition, McGraw-Hill/Irwin Hardcover mics</p>
<i>Keywords</i>	<p>Relational competencies, self awareness, action learning, teamwork, conflict management</p>
<i>Teaching</i>	<p>Speeches, case analysis, simulations, application exercises</p>
<i>Final valuation</i>	<p>Written examination</p>
<i>Course website</i>	<p>Moodle</p>
<i>Other notes</i>	<p>Attendance to the lectures is strongly suggested</p>