

CERTIFICATE COURSE IN EMOTIONAL AND SOCIAL INTELLIGENCE

SYLLABUS

DEPARTMENT: DEPARTMENT OF COMMERCE (SELF)

NAME OF COURSE: CERTIFICATE COURSE IN EMOTIONAL AND SOCIAL INTELLIGENCE

COURSE CODE: CVAC008

TOTAL HOURS: 30

UNIT-I (10 HOURS)

Theories of EI & Assessing EQ - EQ Self-Assessment - Self-Awareness - Self-Management for Success - Being Open to Opposing Viewpoints - Learn to Compromise for Success - EQ in Action - What's happening inside our head when we lose control - Understanding Emotions - Self-Control - Group Discussion.

UNIT- II (10 HOURS)

Social Skills: Creating a Powerful First Impression - Assessing a Situation - Being Zealous without Being Offensive. Verbal Communication Skills: Focused Listening - Communicating with Flexibility and Authenticity - Body Language - Signals you Send to others - Group Discussion.

UNIT -III (10 HOURS)

Self-Motivation : Optimism – Pessimism - Balance between Optimism and Pessimism - The Power of re-framing - Empathy - Barriers to Empathy - Developing Empathy - Empathising with Others - Use Emotions to facilitate Thinking - Manage Emotions - Understand Emotions and How to Manage them in the Workplace - Role of Emotional Intelligence at Work- Group Discussion.

REFERENCE

- Emotional Intelligence: Why It Can Matter More Than IQ by Daniel Goleman
- Social and Emotional Intelligence by Steffen Ed D Clare Ellen
- Primal Leadership: Unleashing the Power of Emotional Intelligence by Goleman and authors Richard Boyatzis and Annie McKee.