

Programme: Integrated MBA Hospitality, Travel and Tourism

Course Code: BBON044

Number of Credits: 2

Title of the Course: Emotional Intelligence

Objectives:

This course will help students to understand own and others' emotions and handle personal & professional situations in an emotionally intelligent way

Contents

Emotional intelligence Theoretical Themes and perspectives : Understanding Difference between EQ and IQ, 5 dimensional Trait EI model, science of emotions and their understanding , working of EQ brain (4hours)Self-Awareness Tactics: Understanding Components of Self, Exploration through Johari Window, Mapping Key Characteristics of Self, Stages - Self Awareness/Self-Acceptance/Self Realization. (6 Hrs.)Students we familiarised ins Basics of Managing Emotions, Using ping psychology Self-Regulation: ation Yer ons, and of Counselling in Picectly,

Using emotions to facilitate thinking, Developing Empathy (6 Hrs)

Internal Motivation: Initiative and the commitment to complete a task, Perseverance in the face of adversity (3 Hrs).

Empathy:Perceptiveof other's emotions and taking an active interest in their concerns, ability to anticipate in someone's needs (3 Hrs)

Social Skills: Articulating Emotions using Language, Creating powerful impressions, Body Language, Disagreeing Constructively, Developing Social Competency (5 Hrs.)

Emotional Intelligence Measurements and Assessment Instruments: Determining EQ, Emotional Intelligence Assessment Tools, Administration and Interpretation of EI measures and assessment tools (3 Hrs.)

Pedagogy

Lectures/tutorials/laboratory work/field work/outreach activities/project work/vocational training/viva/seminars/term papers/assignments/presentations/self-study/case studies etc or a combination of some of these. Sessions shall be interactive in nature to enable peer group learning.

Suggested Readings.

1. Emotional Intelligence: Daniel Goleman: Bantam Books
2. The EQ Edge: Emotional Intelligence and Your Success, Steven J. Stein,
Howard E. Book: Wiley

