Code - Course	481106 – Emotional intelligence in organitzations		
Type	Basic training	Year	1st
Thematic Area	People management	Credits	6 ECTS
Professor in charge of the course		Xavi Crespo	
In-class	60 hours	Teacher-led	40 hours	Individual	50 hours

BRIEF COURSE DESCRIPTION

The "Emotional Intelligence in Organizations" course is designed to provide students with the knowledge and skills necessary to apply the principles of emotional intelligence in the workplace. This course addresses the importance of emotional intelligence in improving communication, conflict management, motivation, and leadership within organizations. Through a theoretical and practical approach, students will learn to develop their emotional competencies to create more harmonious and productive work environments.

The course begins with an introduction to emotional intelligence (EI), providing a solid foundation in the basic concepts and definition of emotional intelligence. The history and evolution of EI will be reviewed, highlighting its importance in the organizational context and helping students understand why EI is essential for the smooth functioning of modern companies.

In the section on the components of emotional intelligence, students will delve into the key components of EI, starting with emotional self-awareness. The DISC personality model will be presented to help identify individual strengths and areas for improvement, providing tools for personal and professional development.

The application of EI in the workplace is the next topic, focusing on the practice of emotional intelligence at work. Students will learn effective communication techniques such as assertiveness, empathy, active listening, and non-violent communication. Conflict management, negotiation, and mediation skills, which are essential for maintaining a positive work environment, will also be addressed.

The section on motivating people in organizations presents the main theories of motivation, such as those by Maslow, Herzberg, and Vroom. Students will explore the factors that affect motivation and learn to apply these theories to foster a motivating and satisfying work environment for employees.

Finally, the topic of leadership and team management focuses on developing leadership and team management skills. Feedback and feedforward techniques will be addressed, and the BELBIN team roles model will be presented to help students understand how they can effectively contribute to their team's success.

With this comprehensive approach, "Emotional Intelligence in Organizations" prepares students to face emotional and interpersonal challenges in the workplace. This course not only enhances their professional skills but also contributes to their personal growth, fostering an organizational culture based on respect, understanding, and collaboration.

LEARNING OUTCOMES

The learning process designed for this course allows students to achieve the following Subject Related Learning Outcomes:

M06C1- Recognize the importance of emotional intelligence to manage one's own emotions and those of others in situations of high emotional intensity, common in events and entertainment.

M06C2- Identify the principles that affect the motivation of people in the work environment.

M06H3- Develop skills in order to assess and manage stress, both at individual and group level, in high demand and pressure situations within the events industry.

Likewise, these contribute to the achievement of the following Degree Learning Outcomes: *TC06, TH07, TH08, TH10, TS09, TS10.* They are all available for consultation in this link.

ACADEMIC CONTENTS

1. Introduction to Emotional Intelligence (EI)
1.1. Definition and Basic Concepts.
1.2. History and Evolution of EI.
1.3. Importance of EI in the Organizational Field.

2. Components of Emotional Intelligence
2.1. Emotional Self-Awareness.
2.2. DISC Model of Personality.
2.3. Identification of Strengths and Opportunities for Improvement.

3. Application of EI in the Work Environment
3.1. Effective Communication: assertiveness, empathy, silence, non-violent communication.
3.2. Conflict management.
3.3. Negotiation and Mediation.

4. Emotional intelligence as a key aspect in motivating people
4.1. Theories of Motivation (Maslow, Herzberg, Vroom).
4.2. Factors That Affect Motivation.

5. Leadership and Team Management
5.1. Feedback.
5.2. Feedforward.
5.3. BELBIN Model of Team Roles.

LEARNING METHODOLOGY

The learning methodologies related to this course include a wide window of different actions to set off its learning outcomes, which mean a development of different kinds of capacities referred to the learning of processes and attitudes applicability in the organization's environment based on the following activities:

- Expository classes.
- Study of cases.
- Guided debate.
- Practical exercises.
- Problem-based learning.

ASSESSMENT SYSTEM

The assessment system measures the student's achievement of learning outcomes regarding the subject's learning outcomes and contents.

Students may choose continuous assessment or single assessment:

Continuous Assessment: the teaching-learning process is assessed by a continuous monitoring of the work done by the students throughout the course and a final individual examination. Students must attend classes in order to be assessed by continuous assessment.

Single Assessment: for those students who cannot come to class regularly, they can choose to be assessed by single assessment. The teaching-learning process is assessed by means of the assessment of all activities and in-person individual examination at the end of the course.

To qualify for this form of assessment, students must apply within the first 15 days of the start of the course through the assessment section of Virtual Campus.

The assessment activities planning will be public for the students from the start:

Activities	Type	Continuous	Single	Week deadline[1]
Activity 1	Individual	20%	-	Week 4
Activity 2	Group	30%	-	Last week
Participation/Attendance	Individual	10%	40%	Continuous
Final Test	Individual	40%	60%	Exam week
Total		100%	100%	

To pass the course, it is mandatory to have obtained a minimum final grade of "5", as long as the student has completed the individual exam/s or work/s established in the course. This exam/s or final work/s must be graded with a minimum of "4" in order to be able to calculate the average of all the assessment activities carried out during the course.

Revision and Reassessment of the Course

The student has the right to revise all the evidence that have been designed for the assessment of learning.

If a student fails to achieve the learning objectives of the course, in order to opt for the subject reassessment, it will be necessary to have obtained a final grade of the subject between "4-4.9", and to have attended the individual final exam/s or final work/s of the course.

The reassessment process will only involve the modification of the final grade in case that the new assessment activity is passed and, in any case, the maximum grade will be "5". This grade will be averaged with the other grades of the assessment activities carried out by the student during the corresponding academic period, considering the percentages established in each subject, setting the final grade for the course.

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[1] The week deadline is an estimation which may be subject to changes that may prompt modifications to the planning or context of the syllabus.

REFERENCES

Books

Bradberry, T. (2023). Emotional Intelligence Habits. New York: TalentSmart.

Caruso, D. R., & Rees, L. T. (2023). Promoting Emotional Intelligence in Organizations. New York: International Society for Emotional Intelligence.

Connors, C. D. (2023). Emotional Intelligence for the Modern Leader: A Guide to Cultivating Effective Leadership. New York: John Wiley & Sons.

Goleman, D., Boyatzis, R., & McKee, A. (2023). Primal Leadership: Unleashing the Power of Emotional Intelligence. Boston: Harvard Business Review Press.

López-Zafra, E., & Pulido-Martos, M. (2020). Inteligencia emocional en las organizaciones. Editorial Síntesis.

Online Resources

Profinomics. (s.f.). Inteligencia emocional en las organizaciones: La clave para el éxito y la productividad. Recuperado de Profinomics (Profinomics).

Repositorio Comillas. (s.f.). La inteligencia emocional y su impacto en el liderazgo. Recuperado de Repositorio Comillas (Repositorio Comillas).

Harvard Business Review. (2017). How Emotional Intelligence Became a Key Leadership Skill. Retrieved from https://hbr.org/2017/04/how-emotional-intelligence-became-a-key-leadership-skill

Mind Tools Content Team. (2021). Emotional Intelligence in Leadership. Retrieved from https://www.mindtools.com/pages/article/newLDR_45.htm