

Justice Institute of British Columbia
COURSE OUTLINE

Course Code:	MGMT122
Course Title:	Enhancing Emotional Intelligence for Workplace Success
Prerequisite Courses:	None
School:	Community and Social Justice
Division/Academy/Centre:	Centre for Leadership
Previous Course Code & Title:	MGMT122 Leading with Emotional Intelligence
Course First Offered:	September 2011

# of Credits:	1
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Course Description:

Emotional Intelligence is the capacity to recognize and effectively manage emotions in ourselves and with others. Emotional intelligence increases our capacity to make sound decisions, build mutually supportive relationships, and to handle stress effectively. In this two day experiential course, you will gain a working knowledge of Emotional Intelligence competencies and learn practical ways to enhance self-awareness, self regard, self-regulation, assertiveness, stress tolerance and impulse control. You will receive the results of an online assessment that will help you better understand your own strengths and areas for growth.

Course Goal(s):

At the end of this course you will have developed a solid understanding of Emotional Intelligence competencies and practical ways to enhance your emotional intelligence for managing results and relationships.

Learning Outcomes:

Upon successful completion of this course, the learner will be able to:

1. Define emotional intelligence and explain how it relates to work place success
2. Understand and utilize the information from the online assessment results of the EQ-i Inventory.
3. Identify emotional triggers and communicate assertively in conflict situations
4. Recognize emotions and differentiate between stimulus and cause.
5. Examine the connection between emotional intelligence, IQ and problem-solving.
6. Discuss how to give feedback and engage team members in the process of problem solving
7. Identify the value of empathy – understanding other people's emotions

8. Examine how emotions impact personal effectiveness, communication and performance
9. Present one's own position persuasively, in a way that shows understanding of other people's needs and experience of the issue.
10. Break patterns of thinking that lead to anger and conflict

Course Topics/Content:

- Emotional Intelligence at Work
- Bar-On EQ-i Report*, Five Composite Scales
- Self Awareness
- Self Regard
- Self Regulation
- Assertiveness
- Stress Tolerance and Impulse Control
- Empathy – why is empathy important in the workplace and potential barriers to empathy
- Self empathy – Managing emotions under pressure
- Communication that blocks connection and understanding
- Problem Solving Using Emotional Intelligence Competencies

Text and Resource Materials:

Required:

Bar-On Emotional Quotient Inventory by Reuven Bar-On

On-line assessment arranged through certified EQ-i administrator with Multi-health Systems for a personal and confidential report.

Recommended:

Course Level:

	First Year		Second Year		Third Year		Fourth Year
	Graduate		Other (describe): Professional Path				

Equivalent Course(s) within the JIBC: None

Class Delivery Methods:

Delivery Methods	Class Option A (Hours)	Class Option B (Hours)	Class Option C (Hours)	Class Option D (Hours)
Classroom/Lecture/Discussion	14			
Simulation/Lab				
Practicum/Fieldwork				
Online				
Correspondence				
Total Class Hours	14			

Comments on Delivery Methods: You must attend the full course to receive credit.

Course Grading System:

	Letter Grades		Percentage		Pass/Fail
	Complete/Incomplete		Attendance Only		

Passing Grade:	Pass
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Evaluation Activities and Weighting:

Final Exam	%	Assignments	%	Project	%	Capstone Project	%
Midterm Exam	%	Portfolio	%	Participation	%	Other	%
Quizzes/Test	%	Simulations	%	Practicum	%	TOTAL	100%

Comments on Evaluation Activities and Weighting:

Other Course Guidelines, Procedures and Comments:

View official versions of related JIBC academic regulations and student policies in the *JIBC Calendar* on the following pages of the JIBC website:

Academic Regulations:

<http://www.jibc.ca/programs-courses/jibc-calendar/academic-regulations>

Student Academic Integrity Policy
Academic Progression Policy
Admissions Policy
Academic Appeals Policy
Evaluation Policy
Grading Policy

Student Policies:

<http://www.jibc.ca/programs-courses/jibc-calendar/student-policies>

Access Policy
Harassment Policy – Students
Student Records Policy
Student Code of Conduct Policy

JIBC Core Competencies

The JIBC promotes the development of core and specialized competencies in its programs. Graduates of our programs will demonstrate high levels of competence in the following areas:

Critical thinking

Identify and examine issues and ideas; analyze and evaluate options in a variety of fields with differing assumptions, contents and methods.

Communication, oral and written

Demonstrate effective communication skills by selecting the appropriate style, language and form of communication suitable for different audiences and mediums.

Leadership

Inspire individuals and teams to reach their potential by embracing innovation through strategic thinking and shared responsibility.

Independent learning

Show initiative by acting independently in choosing effective, efficient and appropriate applied learning, research and problem solving strategies.

Problem solving

State problems clearly; effectively and efficiently evaluate alternative solutions; choose solutions that maximize positive and minimize negative outcomes.

Interpersonal relations

Know and manage oneself; recognize and acknowledge the needs and emotions of others including those with diverse backgrounds and capabilities.

Inter-professional teamwork

Understand and work productively within and between groups, respect others' perspectives and provide constructive feedback with special attention to inter-professional relationships.

Information literacy

Recognize and analyze the extent and nature of an information need; efficiently locate and retrieve information; evaluate it and its sources critically, and use information effectively and ethically.