



UNIVERSITY OF WALES
Trinity Saint David
LONDON

UNIVERSITY OF WALES: TRINITY SAINT DAVID
PRIFYSGOL CYMRU: Y DRINDOD DEWI SANT

School of Business

London Campus

Developing Emotional Intelligence Skills
for the Workplace
BMSW6106

MODULE CODE:	BMSW6106
TITLE:	Developing Emotional Intelligence Skills for the Workplace
DATED:	16/03/2017
LEVEL:	6
CREDITS:	20
JACS CODE:	N200

AIM(S)

- To develop students' understanding of the importance of emotional intelligence in the workplace and the relationship between emotional intelligence, effective management communication and business advantage.

LEARNING OUTCOMES

Upon the successful completion of this module, the student should be able to demonstrate the ability to:

- explore concepts of emotional intelligence and its relevance to the workplace;
- understand and apply of models of emotional intelligence and evaluate theorists;
- critically appraise the importance of emotional intelligence and mindfulness in the workplace.

INDICATIVE CONTENT

- Introduction to emotional intelligence and linked concepts, including Mindfulness-Based Approaches.
- The importance of emotional intelligence in the workplace.
- Workplace relationships and organisational culture – the impact of an emotionally intelligent and mindful approach on the development of empathy, improved performance and greater wellbeing.
- The value or otherwise of emotional intelligence within the context of workforce development and business advantage.
- Definitions of emotional intelligence.
- Emotional intelligence framework.
- Links between what we feel and what we think.
- Why how we feel affects our performance.
- Personal improvement action plan

Allocation of teaching to deliver the module are:

Activity type	Hours	Percentage
Scheduled learning	40	20
Independent learning	160	80
Placement learning	0	0
TOTAL	200	100%

ASSESSMENT

Assessment Component 1 (Tick one)

☐ Written exam

☐ Coursework

☒ Practical

Mode of assessment	Volume	Weight
Case-study based practical exercise (e.g. poster or presentation) supported by an individual written report	12 minutes per person supported by 3500 word individual written report	100%

Assessment Summary

Activity type	Percentage
Written	0
Coursework	0
Practical	100%
TOTAL	100%

READING LIST

Module Code	BMSW6106				
Module Title	Developing Emotional Intelligence Skills for the Workplace				
Classification	Reading List Entry				Electronic*
Essential	Goleman, D. (2009) Emotional Intelligence: Why it can matter more than IQ, New York: Bantam House.				☐
Essential	Singh, D. (2006) Emotional intelligence at work : a professional guide. (Online) New Delhi ; Thousand Oaks, Calif : Response Books. https://www.dawsonera-com.ezproxy.uwtsd.ac.uk/abstract/9788132102779 (Accessed 24 July 2019)				☒
Further	Baksh Baloch, Q, Saleem, M, Zaman, G, & Fida, A 2014, 'The Impact of Emotional Intelligence on Employees' Performance', Journal Of Managerial Sciences, 8, 2, pp. 208-227				☐
Further	Beard, A (2014), 'Mindfulness in the Age of Complexity', Harvard Business Review, 92, 3, pp. 68-73, Business Source Complete, EBSCOhost, viewed 9 July 2016.				☐
Further	Carter, M., Santomauro, J., & Marino, C. (2011). Set for Success Activities for Teaching Emotional, Social and Organizational Skills. London: Jessica Kingsley.				☐

Module Code	BMSW6106	
Module Title	Developing Emotional Intelligence Skills for the Workplace	
Classification	Reading List Entry	Electronic*
Further	Caruso, D.R. & Salovey, P. (2004). The emotionally intelligent manager. San Francisco, CA: Jossey-Bass	☐
Further	Hughes et al., 2009. Handbook for developing emotional and social intelligence best practices, case studies, and strategies, San Francisco: Pfeiffer. https://www.dawsonera.com.ezproxy.uwtsd.ac.uk/abstract/9780470449165 (Accessed 24 July 2019)	☒
Further	Chaskalson, M. (2011) The Mindful Workplace: Developing Resilient Individuals and Resonant Organisations with MBSR, Chichester: Wiley-Blackwell.	☐
Further	Chemiss, C and Goleman D. (2001) The emotionally intelligent workplace. San Francisco: Jossey-Bass.	☐
Further	Farh, C, Myeong-Gu, S, & Tesluk, P. ((2012), 'Emotional Intelligence, Teamwork Effectiveness, and Job Performance: The Moderating Role of Job Context', Journal Of Applied Psychology, 97, 4, pp. 890-900	☐
Further	Wall, B., 2007. Coaching for emotional intelligence the secret to developing the star potential in your employees, New York: Amacom. https://web-a-ebshost.com.ezproxy.uwtsd.ac.uk/ehost/results?vid=2&sid=1b72cfa8-e45e-4c9d-a58f-c4bf88a837e8%40sessionmgr4007&bquery=(JN+%22Coaching+for+Emotional+Intelligence%22)+AND+FT+Y&bdata=JmRiPWJ0aCZ0eXBIPTEmc2VhcmNoTW9kZT1TdGFuZGFyZCZzaXRIPWVob3N0LWxpdmU%3d (Accessed 24 July 2019)	☒
Further	Goleman, D. (1996). Emotional Intelligence: Why It Can Matter More than IQ. London: Bloomsbury.	☐
Further	Goleman, D., Boyzatis, R and McKee, (2004) A. Primal Leadership: Learning to Lead with Emotional Intelligence, Boston: Harvard Business School Press.	☐

Further	Karelaia, N, & Reb, J. (2014), 'Improving Decision Making through Mindfulness', INSEAD Working Papers Collection, 43, pp. 1-37, Business Source Complete, EBSCOhost, viewed 9 July 2016.	☐
Further	Pereira, B. (2015), 'Mindfulness', Professional Manager', pp. 52-55, Business Source Complete, EBSCO host, viewed 18 July 2016.	☐
Further	Pickert, K. (2014), 'The Art of Being Mindful', Time, 183, 4, p. 40, Academic Search Premier, EBSCO host, viewed 18 July 2016.	☐
Further	Segal, J. The Language of Emotional Intelligence: The Five Essential Tools for Building Powerful and Effective Relationships, London: McGraw-Hill, 2008.	☐
Further	Webb, K. (2014), 'How Managers' Emotional Intelligence Impacts Employees' Satisfaction and Commitment: A Structural Equation Model', IUP Journal Of Organizational Behaviour, 13, 2, pp. 7-24, Business Source Complete, EBSCOhost, viewed 22 September 2015	☒

