

Module Code	LCLM 5006
Title	Developing Emotional Intelligence Skills
Date	
Level	5
Credits	20
Pre-Requisites	

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:

- Critically explain the concepts of emotional intelligence and its relevance to the workplace.
- Critically evaluate and appraise the theories of emotional intelligence and mindfulness in the workplace.
- Apply the models of emotional intelligence to 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 well-being.
- 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

Study Time Allocation

The allocation of teaching to deliver the module is:

Activity type	Hours	Percentage
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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	Weighting
Practical classroom exercise (e.g., poster or presentation)	5-10 minutes per person or equivalent	30%

Assessment Component 2

(Tick one)

☐ Written exam ☒ Coursework ☐ Practical

Mode of assessment	Volume	Weighting
Individual written report	3000 words	70%

Assessment Summary

Activity type	Percentage
Written	0%
Coursework	70%
Practical	30%
TOTAL	100%

READING LIST

Module Code	BALM 5006	
Module Title	Developing Emotional Intelligence Skills	
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. 3rd ed. New Delhi ;; Response Books. Available at: https://librarysearch.uwtsd.ac.uk/discovery/fulldisplay?docid=alma99100107576902421&context=L&vid=44WHELF_UWTSD:44WHELF_UWTSD_VU1&lang=en&searchscope=MyInst_and_CI&adaptor=Local%20Search%20Engine&tab=Everything&query=any,contains,emotional%20%20at%20work&offset=0	☒
Further	Beard, A (2014), 'Mindfulness in the Age of Complexity', Harvard Business Review, 92, 3, pp. 68-73, Business Source Complete, EBSCOhost	☐
Further	Karelaia, N, & Reb, J. (2014), 'Improving Decision Making through Mindfulness', INSEAD Working Papers Collection, 43, pp. 1-37, Business Source Complete	☐
Further	Pereira, B. (2015), 'Mindfulness', Professional Manager', pp. 52- 55, Business Source Complete, EBSCO	☐
Further	Pickert, K. (2014), 'The Art of Being Mindful', Time, 183, 4, p. 40, Academic Search Premier, EBSCO host	☐
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	☒