



## Syllabus of Module

# 9. Emotional Intelligence and Practical Application

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### Module Annotation

"Today everyone can buy any technology and manufacture. The only thing that decides success is the human factor." Jack Welch, CEO, GE Group

Emotional intelligence has been of interest to researchers, business and education over the last 20 years. The reason for the interest of companies in emotional intelligence is an effort to explain what qualities lead people to success, to further develop these qualities and thus to support the success of the company, because it has been proven in practice that only a high IQ is not enough for success.

Intelligence and its concepts: can emotions be intelligent?

- Concepts of intelligence vary widely and so do the ways in which intelligence is measured, through IQ tests. What IQ tests actually measure and the basic concepts of intelligence. Emotional intelligence as part of the concept of understanding intelligence.
- Structural models of intelligence
- Systems theories of intelligence

- IQ tests and their focus
- Theory of emotions

Emotional intelligence and emotional and social competence

The theory of emotional intelligence and its development.

- The broad area named emotional intelligence can be further subdivided, for example, according to Goleman.
- Emotional intelligence according to Goleman
- The Salovey and Mayer model of emotional intelligence
- The Bar-On Model of Emotional Intelligence
- EI measurement
- SI measurement

Using emotional intelligence in working life

- An essential skill is to identify areas of emotional intelligence in working life. The case studies are used to demonstrate a given quality in the area of emotional intelligence.

Self-awareness and its importance in practice

Self-awareness is one of the most important qualities in categorisation, according to Goleman.

Self-awareness theory

- Philosophical understanding of "existence" and "being"
- Anthropological conception of the meaning of self-awareness and self-reflection
- Reflective conception of humans

Self-knowledge

- Psychological systems describing personality (MBTI, Enneagram, Eysenck temperament test, etc.)

- The psychology of personality

#### Self-control and the self – motivation

• The moment when a person goes from being a subject of upbringing to a subject of education, and therefore participates in his or her own education, is very important in the concept of lifelong learning. Motivation also plays an important role. There is much theory on both topics, which will be presented in an overview and then subjected to critical reflection and analysis of the examples.

- The theory of motivation
- Free processes
- The influence of needs on motivation
- Self-education, self-control, self-mastery

#### Empathy

- Empathy, the ability to empathise, is cited as one of the key prerequisites for success. Why?
- Theories of empathy
- Developmental stages of empathy
- The brain and emotions

#### Leadership – the competence to lead others

- Leadership as the competence to lead others.
- Leadership theory and key factors of each approach
- Personality of a leader – the personalities of leaders and their approaches
- Case studies of current leaders and past leaders, analysis of their approach.
- New trends in leadership – free companies

- Leadership and management theory

Emotional intelligence in business/managerial communication

- The perception of Emotional Intelligence as a cross-cutting theme in the areas of business/managerial communication.
- Conflicts
- Perception filter
- Baseball Influence Model
- Change management process

### **Module Objective**

The aim of the module is to learn how to apply theoretical knowledge in the field of emotional intelligence, emotional and social competences in the work environment.

## Literature

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