

# SYLLABUS



## COURSE NAME

Leading with Emotional Intelligence - EDIC 9002 (ID# 416)

## COURSE STATEMENT

This course will provide insights and tools for increasing your leadership influence and effectiveness at all levels of the organization.

## COURSE DESCRIPTION

Emotional intelligence (EI) is vital to being an effective and high-performing member of any team. Business professionals who understand the connection between emotions and actions and can apply EI skills to maximize effectiveness, have a stand-out advantage in any organization.

During this course, we will study the theories and concepts of the EI model which focuses, specifically on the behavioral level, on performance at work and on organizational leadership. We have developed this course to introduce you to the proven EI model and provide you with the insight and skills to apply it in making your job, career, and relationship more effective, satisfying, and successful.

## LEARNING OBJECTIVES

Upon successful mastery of this course, you will be able to:

- Define emotional intelligence concepts and frameworks.
- Identify personal emotional intelligence skills through self-assessment.
- Describe the connection between emotional intelligence and individual and organization performance.
- Relate emotional intelligence factors to leadership effectiveness.
- Explore strategies to build emotional intelligence into strengths to improve leadership performance.
- Devise an action plan to integrate practices that increase emotional-social intelligence within your work group.

## DEMONSTRATING MASTERY: A TWO-STEP PROCESS

### Step One: Learning and Understanding

This course is broken down into **Learning Objectives** and related **Topics**. For each objective, you will participate in **Learning Activities** designed to enhance and reinforce understanding. Learning Activities include Interactive Discussions, readings, video and audio clips, slide presentations, Discussion Board prompts, Learning Journal prompts, practice exercises, demonstrations, as well as links to web and library resources.

## Course Structure

The table below details the Learning Objectives along with their corresponding Topics.

Module	Topics
Introduction to Emotional Intelligence	<ul style="list-style-type: none"><li>• Defining Emotional Intelligence</li><li>• The Importance of Emotional Intelligence to Business and Leadership</li><li>• Discovering Your Emotional Intelligence</li></ul>
Self-Awareness	<ul style="list-style-type: none"><li>• Emotional Self-Awareness</li><li>• Accurate Self-Assessment</li></ul>
Self-Management	<ul style="list-style-type: none"><li>• Identifying and Understanding Your Triggers</li><li>• Stress Management</li></ul>
Other/Social Awareness	<ul style="list-style-type: none"><li>• Empathy</li><li>• Service Orientation</li></ul>
Relationship Management	<ul style="list-style-type: none"><li>• Building Trust</li><li>• Catalyzing Change</li></ul>

## Step Two: Final Assessment

Once you have successfully progressed through the Learning Activities, you are ready to demonstrate that you have mastered the course. In order to demonstrate mastery, you must be evaluated as proficient or exemplary on each rubric category for the corresponding performance-based assessment (paper, presentation, project, etc.). Please note that submissions may be checked for plagiarism.

## Student Resources

### Library Resources

[The UMass Global Library](#) provides you with access to an extensive collection of research materials and support services. You can familiarize yourself with library resources by watching [this brief video](#) introduction. Help is always available through the [Ask a Librarian service](#).

For more information, visit: <https://www.umassglobal.edu/library>

### Writing and Math Help

UMass Global's [Online Writing and Math Center \(OWMC\)](#) offers subject-specific tutoring services, live workshops, video tutorials, tutorial office hours, and links to top academic sites in order to ensure student success. Students can access the OWMC directly when logged into their courses.

### Netiquette

Communicating in an efficient and respectful manner is critical to the learning process. Please view and adhere to any netiquette guidelines outlined within the competency and the [Online Etiquette video](#).

### Standards of Academic Integrity

Academic integrity is a core University of Massachusetts Global value which ensures respect for the academic reputation of the University, its students, faculty and staff, and the degrees it confers. Students are required to

read, understand, and apply the standards set forth concerning academic integrity found [University of Massachusetts Global catalog](#).

## **Americans with Disabilities Act Statement**

University of Massachusetts Global is committed to ensuring equal educational access and opportunity for all members of our academic community. Students will be provided timely, efficient, and equitable accommodations and services that are in compliance with Section 504 of the Federal Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 (ADA)/Americans with Disabilities Act Amendments Act of 2008 (ADAA). More details are available in the current [University of Massachusetts Global Catalog](#) or on the [Office of Accessible Education web site](#).