

**Eastern Oregon University**  
**Course Syllabus**

**Number of Course:** MBA 522

**Name of Course:** Emotional Intelligence and Managerial Effectiveness

**Catalog Description:** This course gives students the tools needed to be emotionally intelligent in the workplace. It is designed to help students understand the linkage between Emotional Intelligence (EI) and business success. To do this, students will be exposed to the core principles of Emotional Intelligence which will enable them to manage their own impulses, communicate with others effectively, manage change well and solve problems. Students will learn best practices in developing/leveraging EI abilities; being aware of self and others, understanding emotions, and emotional management.

**Credit Hours:** 3

**Instructor:** TBD

**Time and place of the course:** TBD

**Required Texts and Materials:**

The EQ Edge: Emotional Intelligence and Your Success, 2nd Edition, Steven J. Stein, Howard, Wiley & Sons. 978-0-470-15854-8

Make Your Workplace Great: The 7 Keys to an Emotionally Intelligent Organization, Steven J. Stein, Wiley & Sons. 978-0-470-15856-2

Emotional Intelligence at Work, Hendrie Weisinger, Ph.D., Wiley & Sons. 978-0-7879-5198-6

Students are required to engage in a formal EI evaluation using the EQ-i 2.0. The EQ-i is an EI ability test that is taken in one sitting online and will be completed during the first two weeks of the course.

**Prerequisites:** Admission to EOU graduate school and the MBA program.

**Learning Outcomes:**

1. ANALYZE the definition, history, and the measurement of Emotional Intelligence.
2. EVALUATE the impact of Emotional Intelligence on the business environment.
3. DEVELOP the six Emotional Intelligence skills to increase self-awareness and self-management of personal emotions.
4. ESTABLISH the role of Emotional Intelligence in supporting an organization's goals.
5. DEVISE a plan to use Emotional Intelligence in a variety of business situations.

**Course Requirements:**

Besides required assigned reading and lecture, students will: 1) complete six (6) quizzes based upon the assigned reading, 2) maintain a journal for the duration of the course that reflects on examples of behavior, thoughts or emotions (within an EI framework) and relating to the core EI realms; 3) complete three (3) assigned business case analyses to define a problem within an EI

framework, assess its impact(s) and recommend a solution; 4) analyze a recent complex business case to be selected and submitted by the student and approved by the instructor. This analysis is expected to be rigorous and well supported as well as submitted in APA 6 format.

**Grading Policies:**

Late work without a substantial excuse will not be accepted. At the instructor's discretion, work may be considered for revision and resubmission. This is not to be considered automatic. The student's best effort is expected on the initial submission.

**Means of Assessment:**

Quizzes (6@50 points)	300 points 37.5%	LO 1, 2, 3, 4, 5	PLO 1, 2, 3, 4, 5, 6
Journal (1@100 points)	100 points 12.5%	LO 1, 2, 3	PLO 1, 2, 3, 4, 5
Business Case analysis (3@100 points)	300 points 37.5%	LO 1, 2, 3, 4, 5	PLO 1, 2, 3, 4, 5, 6
Complex Business Case Analysis (1@100 points)	100 points 12.5%	LO 1, 2, 3, 4, 5	PLO 1, 2, 3, 4, 5, 6

**For graduate courses**

The Writing Center provides a place — physical or virtual — where every EOU writer can find an interested, responsive reader. Writing tutorials are free of charge for EOU students writing for any graduate course. Go to [EOU's eTutoring page](#) to submit a paper to a writing tutor. Click on [Graduate Students How To](#) for information about tagging your submission.

**Academic Misconduct Policy:**

Eastern Oregon University places a high value upon the integrity of its student scholars. Any student found responsible for an act of academic misconduct (including but not limited to cheating, unauthorized collaboration, fabrication, facilitation, plagiarism or tampering) may be subject to having his or her grade reduced in the course in question, being placed on probation or suspended from the University, or a combination of these. (Please see the Student Handbook online at <http://www.eou.edu/sse/student-handbook/>).

**Accommodations/Students with Disabilities policy:**

Any student who feels he or she may need an accommodation for any type of disability, please make an appointment to see me during my office hours or contact the Disability Services Office in Loso Hall, Room 234. Phone: 541-962-3081.

**Brief Outline of Course:**

This course will be offered in multiple modalities. In general, weekly quizzes will be entirely online regardless of modality. At the discretion of the instructor, discussion board problems may be discussed in class with a posting of each student's thoughts and conclusions afterwards while the company communications analysis, persuasive presentation and team presentation will be either an in-class project (for on-campus and on-site students) or delivered to the instructor via an asynchronous format for online students. As this is common in the modern business world, this is a good skill to develop.

## **Course Outline:**

### Week 1

#### Introduction to Emotional Intelligence

- The difference between IQ and EQ
- Measuring Emotional Intelligence
- Importance of EI in the workplace

### Week 2

#### Core Areas of Emotional Intelligence

##### *1. Self-Perception*

- Emotional Self Awareness
- Self –Regard
- Self-Actualization

##### *2. Self-Expression*

- Assertiveness
- Independence
- Self –Regard

### Week 3

#### Core Areas of Emotional Intelligence

##### *3. Interpersonal Relationships*

- Interpersonal Relationships
- Empathy
- Social Responsibility

### Week 4

#### Core Areas of Emotional Intelligence

##### *4. Decision Making*

- Reality Testing
- Problem Solving
- Impulse Control

### Week 5

#### Core Areas of Emotional Intelligence

##### *5. Stress Management*

- Flexibility
- Stress Tolerance
- Optimism

### Week 6

#### Core Areas of Emotional Intelligence

##### *6. General Mood*

- Happiness

### Week 7

#### Relationship between Emotional Intelligence and Business Success

- EI and Organizational Goals

- EI and Business Success

#### Week 8

Emotional Intelligence in the Workplace

- Applying Emotional Intelligence in the Workplace
- Performance in the business environment

#### Week 9

Emotional Intelligence in the Workplace

- Applying Emotional Intelligence in the Workplace
- Performance in the business environment

#### Week 10

Emotional Intelligence in the Workplace

- Applying Emotional Intelligence in the Workplace
- Performance in the business environment

**Syllabus Prepared By:** Kevin S. Walker, JD MBA

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