

Emotional Intelligence – Audit Course		
Sr. No.	TOPICS	Required time
1	<ul style="list-style-type: none"> • Definition of Emotional intelligence and its importance related to IQ • Importance of understanding people behavior in business 	2 hrs
2	An introduction to Organizational climate <ul style="list-style-type: none"> • What is organizational Climate <ul style="list-style-type: none"> ○ Elements of Org climate ○ How does it affect your work output Time Management	2 hrs
3	Managerial styles <ul style="list-style-type: none"> • What is different managerial styles • Recognizing suitability of each style, and how to adopt to a style when required 	4 hrs
4	Understand Personality types – Myer Briggs Model <ul style="list-style-type: none"> • Extrovert vs Introvert • Sensing vs Intuitive • Thinking vs Feeling • Judging vs Perceiving Identify sample behavior for each type	4 hrs
5	Conflict Management resolution approaches <ul style="list-style-type: none"> • Understand five types Confronting, Collaborative, Accommodating, Avoiding, Compromising 	2 hrs
6	Case studies. Quizzes, study reviews - these are spread over other sessions	6 hrs
	Total	20 hrs

Module Overview:

One of the most important aspects to be a successful entrepreneur or an employee is to manage people. From day one, one gets surrounded by a set of strangers in an organization and its not individual success or skill alone that helps one achieve business results. Collaboration and team work is the key for which one has to understand self and then seek to understand others as well.

Emotional intelligence is all about understanding one's own preferred or effective style of working and interacting with others and understanding the same on their part. EQ deals with your adaptability to work with colleagues and managers to produce business results as a team. This is a soft skill learnt more by hands-on experience on the job and applying theory to simulated case studies and role plays in class, in an academic environment. In this module we cover personality types, managerial styles, conflict management and time management to become an effective and efficient individual working in a team.

Though reference books are available, it is best to see videos and films that elaborate most of these concepts. You tube is a rich source of such content on each of these topics. This module also helps students get better prepared for interviews and group discussions.