This course focuses on emotional intelligence (EI) and emotional and social intelligence (ESI) theories in relation to understanding, developing, and leveraging emotional and social intelligence in the workplace. It highlights methods that are used to create positive and productive worksite conditions and support individual employee success. Using strategies presented through both the ability and emotional-social competence models, students are taught leadership skills necessary in today's diverse organizational environment.

The EIW course is part of the SMLR Diversity and Inclusion Certificate Program.

SMLR Learning Objectives
IV. Theoretical Perspectives - Demonstrate an understanding of relevant theories and apply them given the background context of a particular work situation.
   Identify key theoretical aspects and practical applications of EI abilities and ESI competencies as they relate to the workplace.

VI. Application – Demonstrate an understanding of how to apply knowledge necessary for effective work performance.
   Learn about and engage in assessments and best practices that are regularly applied as an organizational tool in the workplace.

Specific Course Objectives
Course material and assignments provide opportunities to:

• Recognize: the differences in the EI theories that are regularly applied in workplace initiatives.

• Understand: the basic definitions, concerns and misunderstandings associated with emotional intelligence (EI) emotional-social intelligence (ESI); how emotions work to influence thought and behavior; and how EI and ESI is learned and developed

• Identify: research based benefits of developing and leveraging EI/ESI in the workplace for the employee and the organization;
training initiatives used to support development and use of employee EI/ESI.

- Learn About and Engage In: assessments that are regularly applied as an organizational tool to identify the EI abilities and ES competencies of employees and leaders.


- Gain: ESI skills to strengthen leadership capacity in worksite communication and relationship building.

**Course Competencies**

At the conclusion of the course it is expected that students will demonstrate knowledge and skills in several core areas. Specifically, students should be able to:

- Identify key theoretical aspects and practical applications of EI abilities and ESI competencies as they relate to the workplace.

- Recognize and leverage one's own EI abilities and ESI competencies in the workplace for professional success and as a potential organizational leader.

- Create an actionable plan to address self and/or assessment identified abilities and competencies that could be improved.

**Course Organization**

Week 1  
Course Orientation

Weeks 2 – 6  
Part I: EI Theory & Practice

Week 7  
Research Briefing Assignment

Weeks 8 - 11  
Part II: Developing & Using EI Abilities and Competencies

Weeks 12 – 14  
Part III: EI Leadership at Work

**Requirements**

The course will include:

**Readings**

Focusing on EI and ESI, students read textbook chapters, journal articles and reports; watch instructor created videos and interviews with leading EI/ESI theorists; and investigate material available on the Internet.

Required Texts:

Students are required to purchase the following two texts:


These texts can be purchased at a discount from multiple locations as soft back, hard back or ebook. Any version is appropriate.
Students can scroll down via link to find both *The Emotionally Intelligent Manager* as well as *Emotional Intelligence at Work*

Excerpts from other texts are available within the course shell, see weekly reading assignments at the end of this syllabus.

**Emotional Intelligence/ Emotional and Social Intelligence Assesments**

Students are required to engage in a formal EI evaluation using the MSCEIT. If desired, students are also allowed to al be evaluated by the ESCI.

MSCEIT (Mayer-Salovey-Caruso Emotional Intelligence Test)  
ESCI (Emotional Social Competency Inventory)

The MSCEIT is an EI ability test that is taken in one sitting online.

The ESCI is an online competency test that involves two stages. First the student takes the online assessment. Next selected workplace representatives engage in a 360 evaluation. The ESCI scores involve not only the student’s self rating but also the evaluation by personnel at their workplace. Choosing the ESCI requires students to choose and engage at least 2 co-workers and/or supervisors in the evaluation process.

**Assignments**

<table>
<thead>
<tr>
<th>Item</th>
<th>Specifics</th>
<th>% of Total Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Writing Assignments</td>
<td><strong>4 Writing Assignments Addressing Topics in Course</strong></td>
<td>55%</td>
</tr>
<tr>
<td></td>
<td>Unit I: Assignment #1 (135 points); #2 (150 points); Unit II: Assignments # 3 (115 points); Unit III: Assignment #4 (150 Points)</td>
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<tr>
<td></td>
<td>Worth a total of <strong>550</strong> points (55%)</td>
<td></td>
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<tr>
<td>Forums</td>
<td><strong>8 Forums</strong> <em>(Must participate in 6)</em></td>
<td>30%</td>
</tr>
<tr>
<td></td>
<td>Total points available through forum work: 300 points</td>
<td></td>
</tr>
<tr>
<td>Quizzes</td>
<td><strong>4 Quizzes</strong></td>
<td>15%</td>
</tr>
<tr>
<td></td>
<td>Worth a total of 150 points</td>
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</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td>100%</td>
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</table>

Students are required to complete the following:

- **Writing Assignments** (550 points - 55% of final grade)
  Following writing assignment templates and instructions each student completes and submits the following:

  **#1 EI Theory and Assessments** (135 points – due week 5)
  
  Section I: Completion of and Reflection on EI Assessment: Students complete, examine and discuss the process of assessment; MSCEIT (and if selected, the ESCI 360); and 2 self-reports

  Students apply knowledge gained in unit I when developing written responses to questions posed regarding the benefits of their EI strengths and the potential options for EI skill development.

  Section II: EI Models and Assessments: Using knowledge of the EI assessments regularly used in the workplace, students discuss the differences between the assessments and the theoretical models that support the assessments.
#2 EI Research Briefing (150 points – due week 7)
Using a list of recommended research articles on a variety of aspects of EI theory and practice as well as locating research articles online through the Rutgers Library system, students choose 2 research articles to discuss: topic being investigated, results of the research, and the potential for use of findings in the workplace.

#3 Awareness and Management of Emotions Exercises (115 points – due week 10)
**Section I: Self-Awareness:** students to keep a diary for a minimum of 5 days and reflect on thoughts/behaviors associated with emotions experienced during diary keeping period.
Connect reflections on activity noted above to awareness of emotions course content.

**Section II: Managing Emotions: Conditioned Relaxation Response**
Involves experimentation with conditioned relaxation techniques to gain more control of emotions. Students keep a diary that documents experimentation with the technique.

Students identify and discuss their knowledge of key concepts; present strategies of importance as strategies are associated with student’s developmental needs.

#4 Readiness for Change and EI Plan (150 points – due week 13)
**Section I: Self Directed Learning Readiness and Change**
Students provide written responses to 4 of the 9 questions posed within the appropriate section of the chapter titled “How and Why Individuals are able to Develop Emotional Intelligence.” (Challenges and Paths to Your Readiness to Change); discuss understanding of key concepts presented in document.

**Section II: Plan for Change**
Reflecting on abilities and competencies identified through the assessment process (Writing Assignment #1: EI Assessment Reflection) and material discussed throughout the semester, students develop and substantiate a basic plan for: developing/strengthening needed EI skills/competencies; leveraging high quality skills/competencies that already exist.

- **Forums** (worth a total of 300 points; 30% of final grade)
There are 8 forums in the course. Students must engage in 6 of the forums. A minimum of 3 comments is required. Forums open Thursday mornings; 1st Comment by Saturdays; Forums close Tuesdays 11:59 pm. Forums are “post first.” Students cannot see other learning community comments until they offer an original comment.

**Why Are Forums Important?**
1) Forums require engagement in course material. A more engaged student will retain information and also make meaning out of the material being investigated.
2) Students can communicate their insights and thoughts pertaining to a particular topic, as well as learn from one another in the process.
3) The content of what a student chooses to share within a forum is a means for the instructor to identify whether or not a student comprehends required reading and video assignments.

<table>
<thead>
<tr>
<th>Forum #</th>
<th>Topics</th>
<th>Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>EI Abilities, Competencies and the Workplace Reflection on Self-Assessments</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>Perspectives on the Science and History of EI/ESI</td>
<td>2</td>
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<tr>
<td>3</td>
<td>How Emotions Work; Developing EI Abilities and Competencies</td>
<td>3</td>
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<tr>
<td>4</td>
<td>Workforce Diversity and EI in the Workplace</td>
<td>5</td>
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<tr>
<td>Increasing Employee Skills &amp; Competencies</td>
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<td>------------------------------------------</td>
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<td></td>
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<tr>
<td>5 Workplace Leadership: Using and Understanding Emotions</td>
<td>9</td>
<td></td>
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<tr>
<td>Empathy</td>
<td></td>
<td></td>
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<tr>
<td>6 Managing Other People’s Emotions; Relationship Building at Work; Interpersonal Expertise Concepts</td>
<td>12</td>
<td></td>
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<tr>
<td>7 EI/ESI and Teams</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td>8 EI/ESI and Communication at Work/ The Future of EI/ESI in the Workplace</td>
<td>14</td>
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</tr>
</tbody>
</table>

- **Test Yourself Quizzes** (4 worth 150 points – 15% of final grade)
  Each quiz is worth between 30 – 40 points each

The purpose for the quizzes is to help students recognize the amount of knowledge/skills they have gained from reading/watching course materials through a low point bearing/lower stress producing activity. In addition, students should use the “Test Yourself quizzes as a learning opportunity by checking their answers against correct answers. Students can take the quiz 1 – 2 times. Quizzes are open book. Students can review the answers to the questions after the quiz close date.

Quizzes are true/false, multiple choice, and multiple answer.

Quizzes open Fridays and close 11:59 pm Tuesday nights. Questions are random and are taken from a bank of questions. Quizzes remain open for 1 hour; plenty of time to answer questions.

**Policies and Procedures**

*The course begins* Wednesday, January 20. *Last assignment will be submitted on* Monday, May 2. *This is an asynchronous course.*

**Wednesdays** are the beginning of each course week. A weekly message is attached to a announcement Wednesday mornings by 10 am Eastern Time. Reading weekly messages is a required activity. Students are responsible for the contents of weekly messages. Messages present timely information on course activities/assignments and content.

**Message Checking Policies**

*Messages Sent to Instructor’s Canvas Inbox*

Unless students receive advance notification, the instructor will check her Canvas Inbox by 10:00 am ET on regular workdays. (This excludes Sundays and Spring Break.) If a student sends a comment or question, the instructor will address the contents of the message within 24 hours.

*Messages Sent to Student Canvas Inbox*

It is the responsibility of the student to regularly check for incoming course. Messages are always sent through the Canvas messaging system. Students will receive a notification when a new message has been sent to his/her Canvas inbox. Forgetting or being unable to check for messages in one’s Canvas inbox is not an excuse.

It is the student’s responsibility to recognize open, close, first comment and due dates for assignments/assessments. **Use the course calendar** to identify all assignment due dates and graded assignment return dates. An online version of the calendar is available through clicking on the Calendar tab in the **Things happen.** When you don’t have to attend a class session in person, it’s easy to let a situation in your personal or professional life get in the way of online course work. In addition, remember the first rule in computer use – the computer or Internet connection will act up at the most critical time. Because “things happen” it’s a best practice not to wait until the last minute to make a comment in a forum, upload a writing assignment or complete a Test yourself Quiz.
navigation bar (red area to the left of the screen in the course shell.) A hard copy of the calendar is available through the syllabus tab.

The Course Project requires the completion of the Meyer-Salovey-Caruso Emotional Intelligence Test (MSCEIT.) must be competed between established open period dates. When a student neglects to complete the MSCEIT assessment, he/she cannot complete Writing Assignment 1 and components of Writing Assignment 4. If a student doesn’t take the MSCEIT, he/she will earn no points in areas where writing assignments required MSCEIT test results.

Late Submission Policy – Course Project and Writing Assignments

Writing assignments are accepted up to 24 hours (12:01 am to 11:59 pm Wednesdays) from the due date for a deduction of 10% of the points attributed to the assignment. (This is a deduction of one letter grade.) Writing assignments will not be accepted after the 24-hour period.

Forums occur specifically between published open and close dates. Engagement in forums can’t be made up. First comment deadlines are firm. No acceptations.

Test Yourself quizzes are available to complete between specific open and close dates. Quizzes can’t be made up. No acceptations.

Extra Credit

Extra credit options are described below. These options are available to all students. Up to 35 points extra credit can be earned. No other extra credit is available at any other time – or - for individual students.

- Students can earn 5 extra credit points by completing an extra assignment associated with Writing Assignment #3 (self-awareness journal keeping).
- Students who volunteer to share their MSCEIT and/or ESCI 360 feedback report will earn 10 extra credit points.
- Students who volunteer to also take the ESCI 360 assessment (involves assessment from at least 3 coworkers) will earn 5 extra credit points.
- Students who choose to engage in an extra credit forum on use of training to increase emotional intelligence in the workplace can earn up to 15 extra credit points in association with grading rubrics for all other forums.

Grading

A final grade is based on the point system below. Number of points for each course assessment is detailed in the following chart. Comprehensive information about grading, including rubrics for each assignment, is available in the course shell.

1000 – 900 Points = A  799 – 760 Points = C+
859 - 800 Points = B  759 – 700 Points = C
899 - 860 Points = B+
It is each student’s responsibility to learn to maneuver around the course and use course tools. Each student has a wealth of information and support to achieve this goal.

**Student Resources**
- Use a “can do” attitude when getting acclimated to the online learning venue. Attitude about achieving success or solving problems is a key resource.

**Resources Available in Course:**
Refer to the Course Tools page under the Course Home module for written information on commonly used course tools. Course Tools page offers written instructions on:

- Updating Your Profile Information
- Watching Online Videos
- Assignment Submission Instructions
- Discussion Instructions
- Technical Requirements

- A “Help tab” can be accessed through the navigation bar the left of the screen in the course shell.

**Resources Available Outside the Course:**
- Access to the Canvas help desk by using the phone and email information provided on the 1st page of the syllabus as well as the course home page.

**Embrace the Opportunities of Online Learning**
Online courses are different than on-the-ground courses. Beyond enjoying the convenience in not having to commute to class, choose to become empowered by the other benefits of online learning.

Well designed and facilitated, online courses:
- feature learner-centered/self-directed learning. Self-directed learning requires more involvement from the student. More involvement with course materials increases the likelihood of retention.

- are assignment based. This difference requires students to continually do something with the topics being addressed in a course. Students are engaged to make a strong connection with the material.

- expand resources for study beyond the recourses in the course shell. Students are encouraged to explore a wide variety of Internet based sources of information that addresses course topics.

- foster student-to-student interaction and support opportunities that can serve as high quality learning opportunities from peers.

- offer time for students to consider concepts and skills being addressed beyond the period one would be present in an on-the-ground classroom.

- support one-on-one learning through ongoing interaction with the instructor. Your instructor is readily available to answer questions and/or discuss course content and assignments.
Assist in Creating and Fostering an Online Community of Learners

Online learning communities are an important part and a benefit of an online course. Interacting with peers increases a sense of connection and belonging. Interaction during the semester reminds students that they are part of a larger group of individuals who are engaged in the same learning experience.

Beyond basic interaction, the development of a community of learners offers students the opportunity to collaborate. Students work together and assist one another while focusing on a common goal – successfully gaining knowledge and skills associated with course topics.

The responsibility of creating an online learning community is shared between the instructor and the student. The instructor develops a course format, activities, and policies that offer the possibility of a community. However, student involvement within their community is a critical component to the community’s success.

When participating in this course it is an expectation that students will:

- Communicate clearly, authentically, and maintain a content-oriented focus when making Voice Thread comments.
- Intellectually challenge peers to consider a topic by offering well developed comments that invite peers to share their reflections on course material.
- Maintain a positive and respectful attitude when interacting with peers. “flaming” – where students focus on demeaning a peer instead of constructively offering a differing opinion when there is a disagreement - has point deducting consequences.

Recognize Best Practices and Use Them to Achieve Success

Students are offered specific directions on how to complete each assignment within the course shell. Students should refer to assignment pages to understand how to complete assignments. In addition, specific grading rubrics are linked to each assignment oriented page so that students understand exactly how each assignment will be assessed. It is expected that students will be attentive to directions and the grading criteria for assignments. Paying attention is in the student’s best interest.

Weekly Schedule and Content

Reading and video material below represent core material for the semester. Refer to weekly topic pages in course shell for a complete listing.

Part I:
EI Theory & Practice
Developing an Accurate Perspective

Week 1
Topic: Course Orientation
Reading
1st weekly message

All material linked to course home page:
Syllabus, Calendar, Meeting Course Expectations; Assessments
Video
Welcome and Course Overview – Professor Marsden

**Topic: Sampling Emotional Intelligence**

**Webwork:**
Peruse several sections of the website Consortium for Research on Emotional Intelligence in Organizations, Rutgers University, < http://www.eiconsortium.org/ >

**Reading**
El at Work Case Studies:
The Emotionally Intelligent Manager Text


**Video and Audio Options**
(selection of researchers and theorists discuss various EI related concepts)
Richard Boyatzis, David Caruso; Daniel Goleman, Peter Salovey, Reuven Bar-On
Links available in course shell.

**Assignment:**
Enter Bio Information into Profile Area
Complete Self Assessments (not submitted, used in a future writing assignment and discussed in Forum 1
Forum 1: EI Abilities, Competencies and the Workplace/Reflections on Self Assessments

**Week 2**
2nd Weekly Message

**Topic: Science and History of Emotional Intelligence**

**Videos**
The History and Use of Emotional Intelligence Part I and Part II – Professor Marsden
Understanding the Concept of Emotional Intelligence – Professor Cherniss

**Reading**

*Recommended*

NOTE: Recommended week 2 – required week 5.
Assignment: Forum #2: Perspectives on the Science and History of EI/ESI
Extra Credit Forum: Connect with Your Learning Community

Identify the tool to be used for EI assessment (Just MSCEIT - or – MSCEIT and ESCI 360 – If you choose to be evaluated by the ESCI along with the MSCEIT, list evaluators)

Week 3
3rd Weekly Message

Topic: How Emotions Work
Reading:
The Emotionally Intelligent Manager Text
Chapter 1 - Emotions and Reasoning at Work, p. 3 – 23

Excerpts:
The Social Brain, p. 54 – 57.
The Social Brain Online, p. 58 – 60.

Videos:
How Emotions Work – Professor Marsden
The Brain and ESI – Daniel Goleman (YouTube)

Topic: Developing EI Abilities & Competencies
Reading:
The Emotionally Intelligent Manager Text
Chapter 2 – An Emotional Blueprint, p.24 - 30

Excerpts:
Developing Emotional Intelligence, p. 68 – 70.
Social Emotional Learning, p. 71 – 73.

Excerpt: p. 241 – 245

Recommended
About learning EI competencies
NOTE: Introduction, Discussion and Conditions of EC Improvement sections of this article.
About learning EI on the organizational level

About the brain and learning ESI

Videos:
Learning EI Competencies vs Intellectual Learning – Professor Cherniss
Making Change: How to Improve Your EI (4:30 minutes) - Daniel Goleman

Assignment: Forum #3: How Emotions Work; Developing EI Abilities and Competencies
Complete MSCEIT/Follow Up with Assessors - ESCI

Week 4
4th Weekly Message

Topic: Assessing EI
Reading:
Chapter 4: Investigating the Science Behind Emotional Intelligence, p. 49 – 57.
Excerpts:

Recommended

Webwork: Consortium for Research on Emotional Intelligence in Organizations, Measurements Section: MSCEIT, ESCI, EQ-I

PowerPoint:
Measuring EI – Professor Marsden

Assignments:
Review Results of MSCEIT/ESCI – Work on Writing Assignment #1
Test Yourself Quiz: Weeks 2 - 4

Week 5
5th Weekly Message

Topic: Benefit of EI in the Workplace
Reading:
   Excerpt: Chapter 9: Work and Emotional Intelligence
   Chapter Introduction, p. 253 – 255
   Recommended:
   Practical Utility of EI at Work, and Job Satisfaction p. 259 – 266.


Assignment: Forum # 4: Workforce Diversity and EI in the Workplace/ Increasing Employee Skills & Competencies
   Writing Assignment #1: EI/ESI Theory and Assessments (135 Points)

Week 6
6th Weekly Message

Topic: Training for Development of EI
Reading:

   Excerpt: Chapter 9: Work and Emotional Intelligence
   Training EI Competencies in the Workplace, p. 272 – 277.

   Recommended
   Excerpt: Chapter 6: The Key Ingredients of Emotional Intelligence Interventions: Similarities and Differences, 144 – 155.


Videos:
   Update on Successful Training Initiatives in the Workplace – Professor Cherniss
   The Ingredients of Effective Intervention in the Workplace – Professor Cherniss

Assignment: Extra Credit Forum: Increasing Employee Skills & Competencies
Week 7
Assignment: Writing Assignment #2: EI Research Briefing (150 points)

Part II
Developing & Using EI Abilities and Competencies

Weeks 8
8th Weekly Message

Topic: Increasing Awareness of Self and Others
Reading
Self:
Emotional Intelligence at Work Text
Part One: Increasing Your Emotional Intelligence, p. 1-2
Chapter 1: Developing High Self Awareness, p. 3 – 25
Others:
The Emotionally Intelligent Manager Text
Chapter 3 – Read People: Identifying Emotions, p. 33 – 40
Chapter 8 – Read People Correctly: Improving Your Ability to Identify Emotions, p. 83 – 99

Excerpts: Intercultural Literacy - Reading Others Accurately, p. 97 – 104.

Video
Emotional Awareness – Professor Marsden

Assignments:
Develop Section I of Writing Assignment #3
Test Yourself Quiz: Weeks 5 – 6, 8

Week 9
9th Weekly Message
Video
EI Topics We Usually Don’t Understand – Professor Marsden

Topics: Using Emotions Effectively & Empathy
Reading
The Emotionally Intelligent Manager Text
Chapter 4 – Get in the Mood, Using Emotions, p. 41 – 51

Excerpt:
The Varieties of Empathy, p. 61 – 63.

Excerpt of Chapter 7 – Understanding Empathy, p. 95 – 99

Videos
Using Emotions to Your Benefit in the Workplace – Professor Marsden
Empathy, Emotional Abilities and Competencies – Professor Marsden

**Topic: Understanding Emotions Effectively**

**Reading**

The Emotionally Intelligent Manager Text
- Chapter 10 – Predict the Emotional Future Accurately: Improving Your Ability to Understand Emotions, p. 115 – 133.

- Excerpts: Intercultural Literacy - Transcending Your Own Perspective and Showing Empathy, p. 120 – 123.

**Video**
Understanding Emotions at Work – Professor Marsden

**Assignment:**
Forum 5: Using and Understanding Emotions/Empathy

**Week 10**

**Topic: Managing Emotions: Self**

**Video**
- Learning Managing Emotion Skills – Professor Marsden

**Reading**
- 10th Weekly Message – Emailed to student and placed in the weekly messages file in document sharing
  - Chapter 2 – Managing Your Emotions, p. 27 – 60
  - Chapter 6 – Do It with Feeling: Managing Emotions, p. 62 – 73
  - Chapter 1 - Do It With Smart Feelings: Improving Your Ability to Manage Emotions, p. 134 – 156.

**Assignments:**
Work on Section II in Writing Assignment #3
Writing Assignment #3 due.

**Week 11**

**Topic: Making Changes**

**Reading**


Website
Consortium for Research on Emotional Intelligence in Organizations
Also authored by Boyatzis: Unleashing the Power of Self Directed Learning

**Assignment:** Work on Section I: Self Directed Learning Readiness and Change of writing assignment #4
Test Yourself Quiz: Weeks 9 - 11

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**Part III**

**EI Leadership at Work**

Part III Overview – Professor Marsden

**Week 12**

12th Weekly Message

**Topic: Managing Other’s Emotions**

Reading
The Emotionally Intelligent Manager Text

*Recommended*

Chapter 8 – Managing Other People’s Emotions, p. 111- 123

Video
Regulating the Emotions of Others – Professor Cherniss
Competencies Necessary to Regulate the Emotions of Others - Professor Cherniss

**Topic: Relationship Building at Work**

Reading
Emotional Intelligence at Work Text
Chapter 5 – Developing Interpersonal Expertise, p. 151 – 182

Chapter 6 – Helping Others Help Themselves, p. 183 - 212

Video
Competencies Involved in Interpersonal Expertise – Professor Marsden
Assignment: Forum 6: Managing Other People’s Emotions; Relationship Building at Work; Interpersonal Expertise Concepts

Week 13
13th Weekly Message

Topic: Leadership, EI and Teams
Reading

Sections: Introduction, Definitions; Defining Emotional Intelligence at the Team Level; The Relation Between Team Leader EI and Group EI; EI and Teams, p. 56 – 60.

Recommended
Sections: Introduction, Theoretical Background and Hypotheses (Managers’ Trait and Group JS; Group Evaluative Judgment of Managers’ Trait EI, p. 77 – 83.

Assignment: Forum 7: EI/ESI and Teams
Writing Assignment #4: Change and EI Plan Due

Week 14
14th Weekly Message

Topic: Communication at Work
Reading
Chapter 4 – Developing Effective Communication Skills, p. 107 – 150

Video
Communication and EI - Professor Marsden
EI and 21st Century Communication – Professor Cherniss

Assignment: Forum 8: EI/ESI and Communication at Work/ The Future of EI/ESI in the Workplace
Test Yourself Quiz: Weeks 12 - 14