



## UNIVERSITÀ DI PISA

# HUMAN RESOURCES MANAGEMENT: EMOTIONAL INTELLIGENCE DEVELOPMENT

ANTONINO BORGESSE

Academic year	2017/18
Course	STRATEGIA, MANAGEMENT E CONTROLLO
Code	487PP
Credits	3

Modules	Area	Type	Hours	Teacher(s)
HUMAN RESOURCES MANAGEMENT: EMOTIONAL INTELLIGENCE DEVELOPMENT	SECS-P/10	LEZIONI	21	MARIACRISTINA BONTI ANTONINO BORGESSE

### Obiettivi di apprendimento

#### Conoscenze

increasing the ability of

- o understanding others and their emotions,
- o investigating other's perspective through listening and questioning,
- o influencing others through communication,
- o conducting a skillful discussion inside a group,
- dealing with and resolve difficult interpersonal situations;
- acquiring knowledges about Emotional Intelligence

#### Modalità di verifica delle conoscenze

WRITTEN TEST

#### Capacità

- increasing the ability of
- o understanding others and their emotions,
- o investigating other's perspective through listening and questioning,
- o influencing others through communication,
- o conducting a skillful discussion inside a group,
- dealing with and resolve difficult interpersonal situations;
- acquiring knowledges about Emotional Intelligence

#### Modalità di verifica delle capacità

CLASS EXERCISES AND APPLICATION, CASE ANALYSIS, ROLE PLAYING, WRITTEN TEST

#### Comportamenti

- increasing the ability of
- o understanding others and their emotions,
- o investigating other's perspective through listening and questioning,
- o influencing others through communication,



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o conducting a skillful discussion inside a group,

o dealing with and resolve difficult interpersonal situations;

- acquiring knowledges about Emotional Intelligence

### *Modalità di verifica dei comportamenti*

CLASS EXERCISES AND APPLICATION, CASE ANALYSIS, ROLE PLAYING, WRITTEN TEST

### *Prerequisiti (conoscenze iniziali)*

Students should be familiar with Organizational Behavior concepts Suggested reading: Kreitner R.; Kinicki A., Organizational Behavior, 9th Edition, McGraw-Hill/Irwin Hardcover.

### *Indicazioni metodologiche*

SPEECHES, CLASS EXERCISES AND APPLICATION, CASE ANALYSIS, ROLE PLAYING

### *Programma (contenuti dell'insegnamento)*

1. Introduction
2. Emotional intelligence
3. Self awareness
4. Social awareness
5. Relationship management: approaches to listening and communication to promote learning in individual and group interactions, including challenging interpersonal situations.

### *Bibliografia e materiale didattico*

**Chade\_Meng Tan, Search Inside Yourself, The Unexpected Path To Achieving Success, Happiness (And World Peace), published by HarperOne, 2012.**

Slide uploaded on moodle platform

### *Indicazioni per non frequentanti*

**Chade\_Meng Tan, Search Inside Yourself, The Unexpected Path To Achieving Success, Happiness (And World Peace), published by HarperOne, 2012.**

Slide uploaded on moodle platform

### *Modalità d'esame*

**Written test with open and multiple choice questions.**

Pagina web del corso

<https://moodle.ec.unipi.it/course/view.php?id=740>

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