



UNIVERSITÀ DI PISA

HUMAN RESOURCES MANAGEMENT: EMOTIONAL INTELLIGENCE DEVELOPMENT

ANTONINO BORGESE

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 BORGESE

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>

Ultimo aggiornamento 01/05/2018 12:52