UNIVERSITÀ DI PISA

HUMAN RESOURCES MANAGEMENT: EMOTIONAL INTELLIGENCE DEVELOPMENT

ANTONINO BORGESE

Anno accademico	2018/19
CdS	STRATEGIA, MANAGEMENT E CONTROLLO
Codice	487PP
CFU	3

Moduli	Settore/i	Tipo	Ore	Docente/i
HUMAN RESOURCES MANAGEMENT: EMOTIONAL INTELLIGENCE DEVELOPMENT	SECS-P/10	LEZIONI	21	ANTONINO BORGESE

Obiettivi di apprendimento

Conoscenze

At the end of the course the student will have acquired knowledges about

- Emotioanl Intelligence in the context of human resource management.
- Interpersonal communication styles aimed to increase the effectiveness of relationships inside the organisation.

Modalità di verifica delle conoscenze

WRITTEN TEST (See also the paragraph, Modalità d'esame).

Capacità

Comportamenti

At the end of the course the student will have learned a method to icrease his / her abilities in the areas of

- awareness and control of emotions
- understanding others and their emotions,
- investigating other's perspective through listening and questioning,
- persuading others through communication.

Modalità di verifica dei comportamenti

SELF ASSESSMENT QUESTIONNAIRE.

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, INDIVIDUAL AND SMALL GROUP EXERCISES AND APPLICATIONS, CASE ANALYSIS.

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Programma (contenuti dell'insegnamento)

1. Emotional intelligence (E.I.) in the context of human resource management
2. The Self-awareness area of E.I.: becoming aware of thoughts and emotions
3. The Self-Regulation area of E.I.: how to respond to challenging situations
4. The Social awareness (Other's Awareness) area of E.I.: empathy and listening to others
5. The Relationship management area of E.I.: approaches to listening and communication to promote mutual learning in the interactions, including managing 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.
Slides and texts uploaded on the moodle platform

Modalità d'esame
Written test with open and multiple choice questions.

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