



## UNIVERSITÀ DI PISA

# HUMAN RESOURCES MANAGEMENT: EMOTIONAL INTELLIGENCE DEVELOPMENT

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**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)

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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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