

## EMOTIONAL INTELLIGENCE

LEAD6207

### Course Outline

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**Description:** Emotional intelligence is a suite of skills relating to self-awareness, self-regulation, connection to and interaction with others, decision-making and stress management. It is a major determinant of our well-being and our success in life. This course uses findings from neuroscience research so participants can understand how their brain works and leverage this knowledge to improve our emotional intelligence. Participants have the opportunity to take an online emotional intelligence self-assessment and participate in a brief one-on-one coaching session with a certified coach.

#### Topics

- Characteristics of Good and Bad Leaders
- Connection of Emotional Intelligence to Leadership
- The Brain
- Recognizing and Regulating Emotion
- Expressing Emotion
- Empathy
- SCARF
- ORID Decision Making Model
- Looking Inward

**Course Goals:** Improve all aspects of participants' life and work by increasing their self-knowledge, adding to their understanding of the elements of emotional intelligence, and providing approaches to improve their emotional intelligence.

**Course Objectives:** At the completion of this course, students will be able to:

- Identify characteristics of excellent leaders
- Connect leadership to emotional intelligence
- Understand your own strengths and opportunities for growth
- Through an understanding of your brain, learn the mechanisms of emotional intelligence
- Enhance your recognition of emotion including the emotions that underlie anger
- Reduce reactivity through emotional recognition and understanding your SCARF evolutionary hard-wiring
- Learn strategies to regulate emotion
- Appreciate the value, to yourself and others, of expressing emotion
- Consider the value to leaders of connecting to other people through empathy and building positive relationships
- Differentiate assertiveness from aggression and discuss the advantages to individuals and organizations or speaking up
- Determine when good enough is good enough and learn the disadvantages to self and others of perfectionism
- Make better decisions by engaging all parts of your brain following a natural thinking cycle
- Better understand your strengths and growth opportunities through self-assessment and reflection.

**Texts:** no text is required.

**Evaluation:** This is a graded course where a complete or incomplete will be issued. In order to receive completion for this course, a student must:

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- **participate in at least 3 of the 4 weekly real-time sessions on Zoom**
- participate in graded forums (online discussions) in at least 3 out of 4 weeks, posting during that week. **The minimum standard is nine posts throughout the course, spread over at least 3 weeks**, ideally a blend of 'start a new conversation' and 'reply' to others' posts. **This is time sensitive - forums are graded weekly, usually on Tuesday afternoons.**
- complete at least 3 out of 4 of the weekly assignments \*
- complete all 4 of the short weekly quizzes \*
- participate in a 25 minute one-on-one coaching session (please book this soon, ensuring you complete the EQi several days before your appointment)

\* these due dates for these two items is the last Sunday of the course - although ideally you would do them that week to line up with the material covered

## **Policy on Cheating and Academic Misconduct:**

Academic honesty is a cornerstone of conduct at Western University. We cannot have freedom of expression without integrity. Students are responsible for understanding the nature of and avoiding the occurrence of plagiarism and other academic offences; please refer to the section on "Scholastic Offences" in the current University Academic Calendar, or on the web at <http://www.westerncalendar.uwo.ca>. Such offences include plagiarism, cheating on an examination, submitting false or fraudulent assignments or credentials, impersonating a candidate, or submitting for credit in any course any academic work for which credit has previously been obtained or is being sought in another course in this University or elsewhere (without the knowledge and approval of the instructor to whom the work is submitted). Students enrolled in non-degree courses are expected to abide by the University's code of conduct.

## **Code of Student Conduct**

The purpose of the Code of Student Conduct is to define the general standard of conduct expected of students registered at Western University, provide examples of behaviour that constitutes a breach of this standard of conduct, provide examples of sanctions that may be imposed, and set out the disciplinary procedures that the University will follow. For the complete Code of Student Conduct: <http://www.uwo.ca/univsec/board/code.pdf>

## **Plagiarism:**

All required papers may be subject to submission for textual similarity review to the commercial plagiarism detection software under license to the University for the detection of plagiarism. All papers submitted will be included as source documents in the reference database for the purpose of detecting plagiarism of papers subsequently submitted to the system. Use of the service is subject to the licensing agreement, currently between Western University and Turnitin.com ( <http://www.turnitin.com>).

## **How often will the instructor communicate with me?**

The instructor will respond to individual emails within two business days. Questions that have general application should be posted to the General Questions and Comments Forum so that all students can receive the same information.

## **Policy on Late Assignments:**

Forum participation must take place during the relevant week of the course (ending Sunday evening).

Please make every effort to submit your assignments by the due date, so that your reflection or exercise coincides with the week where that topic is covered. However, we recognize that adult learners have many responsibilities so if you are delayed in submitting an assignment, you will not be penalized so long

This course outline is a sample only and is subject to change.

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as it is submitted no later than Sunday evening of Week 4.

## **When will I receive my grades?**

Final grades will be available 2 weeks after the last scheduled day of the course. A grade report can be printed from myWCS.

## **Western Digital Badge**

If you have met the course requirements for this Western approved [micro-credential](#), you will receive an email from [MyCreds](#) to claim your digital badge. Badges are embedded with data that verifies your skills and achievements. Share them with your employer, on LinkedIn and other social media sites.

## **How do I hand in assignments?**

All assignments will be submitted electronically through OWL using the assignment tool. Failure to meet deadlines without the instructor's written permission will be subject to the late assignment policy. It is the student's responsibility to ensure that all assignments forwarded to the instructor arrive before the due date. If you experience difficulty in submitting assignments through OWL, you are responsible for contacting the instructor and arranging an alternate method of delivery (e.g. e-mail attachment) for the assignment. NOTE: do not resubmit assignments after they have been graded. (1/1 = Complete)

**Course Schedule:** Four consecutive weeks.

Students **must attend three live calls** but may choose to watch the recording of any one live session.

### Week One: Connecting Emotional Intelligence to Leadership and to Neuroscience

Introduction of program, instructor and participants  
Best Boss/Worst Boss  
Connection of Leadership to Emotional Intelligence  
Overview of EQi 2.0  
The Brain  
Overcoming our evolutionary hard-wiring (SCARF)

### Week 2: Recognizing, Regulating and Expressing Emotion

Reduce reactivity through recognition of emotion  
The value of positive emotions  
The iceberg of anger (emotions that underlie anger)  
Regulating Emotion  
Expressing Emotion

### Week 3: Interacting With Others

Empathy  
Assertiveness  
Inter-personal Relationships

### Week 4: Decision-Making and Looking Inwards

ORID Decision-Making Model  
Self-Regard  
Independence  
Flexibility  
Social Responsibility  
Course Wrap-up

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