



# Managing with Emotional Intelligence

September 6-9, 2021

Programme Co-ordinator: Prof. SN Biswas

## Scope

Effective managers are just not known for their functional area expertise and their skills in managing self and others. The knowledge and technical skills, finance, marketing, operations, and production skills are essential to run routine procedures. Still, they fail to elicit the desired performance levels because, in many instances, managers fail to either understand their strengths and weaknesses and also do not have the right skills to generate performance from their team members. However, if one strives to go ahead in the professional life and don the leadership hat, one has to acquire the “people skills”. It includes being an active mentor and coaching team members, managing stress, effectively giving feedback and collaborating with people from diverse fields. In this fast-changing world, it is easy to outsource most skillsets, saving the leadership skills. To become an effective leader, among other things, one has to be emotionally intelligent. Recent research suggests that employees having emotionally intelligent leaders are motivated, experience greater job satisfaction, and are great performers. It is estimated that emotional intelligence accounts for nearly 90% of what sets high performers apart from peers with similar technical skills and knowledge. This programme is about understanding and developing emotional intelligence for effective leadership. Emotional intelligence is the ability to understand and manage your own emotions and recognize and influence the feelings of those around you. The term was first coined in 1990 by researchers John Mayer and Peter Salovey but was later popularized by psychologist Daniel Goleman.

## Objectives

- ◆ To help participants understand the concept of multi-factorial intelligence
- ◆ To understand the construct of emotional intelligence in contrast to other forms of intelligence
- ◆ To develop, in participants, the ability to monitor their own emotions
- ◆ To understand the emotions of others around them

- ◆ To leverage one's own emotions to guide one's thinking and action(s)
- ◆ To regulate one's own emotions
- ◆ To develop the ability to convert stress into strength
- ◆ To utilize the emotional purposes of motivation for creative acts

## **Contents**

- ◆ The Nature and Functions of Emotional Intelligence (understanding self and others)
- ◆ Multiple Intelligences and their Specific Use (how to manage emotions of self and others)
- ◆ Leveraging Emotional Intelligence for Decision Making
- ◆ Managerial Leadership and Emotional Intelligence
- ◆ Emotional Contagion: How to Spread Positive Emotions in your Workforce
- ◆ Managing Stress with Emotional Intelligence
- ◆ How to be Open to Change

## **Pedagogy**

Sessions will be based on simulation exercises, case discussions and interactive lectures.

## **Who Should Attend**

This programme is meant for senior managers who are involved in strategic decision making in the organization. The designation is immaterial here; people holding jobs that essentially involve strategic decisions in any organization's function are the intended group.

## **Programme Fee**

This is a 4-day online programme and the programme fee is INR 22,656/- (inclusive of 18% GST) per person. The fee should be paid in advance through NEFT/RTGS.

## **Delivery in Virtual Mode**

The sessions will be scheduled on an online platform. Participants are required to have access to a personal computer/laptop with stable internet connection and a webcam to access the sessions.

***Deadline for Confirmation of Participation: August 20, 2021***

### **Contact Details**

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