COURSE SYLLABUS

Emotionally Intelligent Leaders Course

Enhance leadership effectiveness by developing emotional intelligence skills to inspire teams and drive organizational success.

Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://sdfm.graduateschool.edu/courses/emotionally-intelligent-leaders



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Course Outline

Module 1: Introduction to Emotional Intelligence

- Define Emotional Intelligence (EQ) and why it matters more than IQ/technical skill for leadership effectiveness.
- Distinguish personal vs. social competencies and the four skills: Self-Awareness, Self-Management, Social Awareness, Relationship Management.
- Clarify how EQ differs from IQ and personality, and begin reflective practice on your motivations and goals.
- Discuss Goleman's work popularizing EQ for practical leadership use.

Module 2: The Science Behind the Development of Individual Emotional Intelligence

- Explain neuroplasticity—how focused attention reshapes brain pathways.
- Contrast Fixed vs. Growth Mindsets and how each shapes behavior and learning.
- Identify the "inner critic"/negative self-talk and its impacts (limited thinking, perfectionism, mood, relationships).
- Practice strategies to reduce negative self-talk and reflect on personal influencers and habits.

Module 3: Diving In: Emotional Intelligence Competencies and Personal EQ Assessment

- Describe the four EQ competencies in depth and how they pair into personal and social competence.
- Complete an individual EQ self-appraisal and record scores for Self-Awareness, Self-Management, Social Awareness, and Relationship Management.
- Interpret results and connect EQ to performance outcomes.
- Understand the neural basis of EQ and habit formation (rational vs. limbic pathways; plasticity) and discuss real examples.

Module 4: Application of Personal Competencies in Real Time

- Apply self-awareness and self-management to stressful interactions; share and debrief difficult situations.
- Practice Active Listening (five actions) and complete a listening self-assessment.
- Read nonverbal cues and channel effects (e.g., 7/38/55 guideline; telephone tone/words ratios).
- Recognize "emotional hijacking" and use in-the-moment resets (pause/breathe, seek to understand, clarify, or delay).

Module 5: Application of Social Competences in Real Time

- Practice Social Awareness and Relationship Management with structured feedback exercises.
- Learn the art and steps of effective feedback—prepare, create awareness, co-design a plan, and follow up.

- Role-play scenarios to give/receive feedback and translate insights into behavior change.
- Identify common blind spots (e.g., micromanaging, need for recognition) and capture key takeaways for work and life.