

Course form to fill in (2018-2019)

Course title:

Emotional Intelligence and Client Relations

Staff responsible for the course:

Lecturers:

First Name + Name

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1) COURSE PRESENTATION

Aims:

Draw up a list of competencies and/or skills that the student should have acquired or improved at the end of the course.

You must fill in the field under the format "the student should be able to..." using action verbs such as define, realise, control... *(This description should not take more than ten lines)*

At the end of the course, the student should be able to:

- Identify and apply techniques for improving their own self-awareness and self-management of their emotions.
- Identify and apply techniques for improving their social awareness and management of relationships.
- Apply the developmental steps necessary for an effective client-counseling relationship.
- Apply supportive listening skills and steps toward building trust in a client relationship.

Prerequisites:

You must not write courses' codes or names, but identify the preliminary skills as the knowledge or the know-how needed to efficiently follow this course.

Write it out in terms of knowledge and methodologies required to follow this course (this would help students from direct entry to position themselves). *(This description should not take more than five lines)*

General understanding of human behavior in an organizational setting.

Course contents:

Here, an abstract of the course can be given or the different chapters of the course can be simply written down.

(The description should not take more than ten lines)

In this course, students will gain a greater understanding of themselves and enhance their effectiveness in client relationships by focusing on the development of emotional intelligence skills. Aspects include enhanced self-awareness, ability to regulate oneself, and empathy in relationships. Integrity and authenticity in relationships, as well as ethical behavior and fiduciary trust will be emphasized. The course will also focus on the development and maintenance of the client relationship. This includes the steps in developing the counseling relationship, supportive communication, effective interviewing, action planning and decision-making skills.

2) WORKING LOAD

Here, you should allocate the effective working load of the course, including an estimation of the personal work required from the student.

TABLE 1

| Course's types | Number of hours | Notes |
|-------------------------------------------|-----------------|-------|
| <u>Effective presence</u> | | |
| - Magistral Course | | |
| - Interactive Course | 16 | |
| - Tutorials | | |
| - Coaching | | |
| - PBL Course | | |
| <u>Training from a distance</u> | | |
| - Video-conferences | | |
| - Webinars | | |
| <u>Self-learning</u> | | |
| - Books 'readings | 14 | |
| - E-learning | | |
| - Research | | |
| <u>Outdoors-training</u> | | |
| - In firms | | |
| - Internship | | |
| <u>Personal work</u> | | |
| - Group Projects | | |
| - Individual Projects | 10 | |
| - Personal work | 10 | |
| Total working time for the student | 50 | |

3) EDUCATIONAL METHODS

Tick here the different educational methods used:

- Coaching
- Case Study
- E-Learning and/or Self-learning
- Interactive courses
- Presentations
- Projects
- Research
- Seminars
- Tutorials
- Visits

4) ASSESSMENT

Sum up briefly the course assessment's mechanism (*two or three lines*)
 This will introduce the assessment's table that you have to complete below (table n°2).

Students will be assessed on their understanding and ability to apply the material through a series of application assignments, in-class activities, class presentation, and a final exam.

List the assessment for each modality.

TABLE 2

| Modality | Type of control | Length (h) | Number | Weighting (%) |
|------------------------------|-----------------------|------------|--------|---------------|
| <u>Continuous assessment</u> | Continuous assessment | | | |
| | Mid-term exam | | | |
| | Participation | | | 20 |
| | Oral presentation | | | 20 |
| | MCQ | | | |
| <u>Final exam</u> | Oral final exam | | | |
| | Written final exam | | | 30 |
| <u>Others</u> | Case study | | | |
| | Group Project | | | |
| | Individual Project | | | |
| | Written assignment | | | 30 |
| | Exercises | | | |
| Total | | | | 100% |

5) RECOMMENDED READING

Name of books (*indicate only three or four must-read references*) / Name of reviews:

Reference book (appellation reserved for books selected by the School and necessarily bought by all the students):

| Class books : |
|-----------------------------------------------------------------------------------|
| Readings will be available and distributed online prior to the course commencing. |
| |
| |

| Reviews : |
|------------------|
| |
| |
| |

Internet Resources:

Please indicate here if you use the school intranet site to put on-line documents and/or if you advise the visit of web sites to students.

| Name of the Website | URL |
|------------------------------------------------------------------------------------------------------------------------------------------|------------|
| I would like to use a school platform (such as Blackboard) for the course to post class materials, receive student work and post grades. | |
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