

# Empathy and Emotional Intelligence at Work

GE/Thy 7P

## Unit –I

Empathy: Definition, Types of Empathy, The genetic and Neural Foundations of Empathy, Enhancing Empathy, Applications of Empathy.

## Unit-II

Emotional Intelligence: Meaning, Nature and Significance of Emotional Intelligence.

## Unit-III

Strategies to Enhance Emotional Intelligence.

## Unit-1V

Applying Emotional Intelligence in Organizations.

### Suggested Reading:

1. Goleman, D. (1995). Emotional Intelligence: Why it can matter more than IQ? New York: Bantam Books.
2. Caruso, D. R. & Salovey, P. (2004). The emotionally intelligent manager: How to develop and use the four key emotional skills of leadership. San Francisco, CA; Jossey- Bass.
3. Wadkar, A. (2016). Life Skills for Success. Sage, New Delhi.
4. Luthans, F. (2005) Organizational Behaviour. Mc Graw –Hill International Edition, India, Tenth Edition.
5. Snyder, C.R., Lopez, S.J. & Pedrotti, J.T.(2011). Positive Psychology. The Scientific and Practical Explorations of Human Strengths. Second Edition, Sage South Asia Edition.
6. Singh,D.(2001).Emotional Intelligence At Work. A Professional Guide, Response Books, Sage Publications, New Delhi.
7. Baron, R.A. & Misra, G. (2016).Psychology. Pearson India Education Services Pvt. Ltd., Chennai.