



**SHARDA**  
UNIVERSITY  
*Beyond Boundaries*

# SHARDA SCHOOL OF ALLIED HEALTH SCIENCES

Department of Allied Health Sciences



## COURSE

Emotional intelligence in Healthcare

NV10001

ADD  
CHURE

2024-25

## SHARDA UNIVERSITY

The School of Allied Health Sciences plays an essential role in the modern health environment. The school is committed to providing the highest quality learning environment to its students by way of classroom teaching, laboratory training, and clinical exposure at its associated thousand bedded hospital. This is further clubbed with discussions, seminars, and journal clubs for the latest advances in the respective fields and community connections by way of guided tours and also the externships to other prestigious institutions. Highly trained professionals from the school, after successful completion of the program, contribute to high-quality healthcare services in the country and abroad, by practicing and applying the knowledge acquired. Their hands-on experience with real-world settings or the patients equips them with the latest knowledge and prepares them to deal with the challenges of the healthcare industry.

### VALUE ADDED COURSES (VAC)

The value-added education courses aim to provide additional learner-centric graded skill-oriented technical training, with the primary objective of improving the employability skills of students.

### PURPOSE OF VALUE-ADDED COURSES

- VACs are relevant academic methods in order to fill the gaps in students' knowledge and add a competitive edge to their job prospects. A well-defined system of offering VACs in the courses makes them extremely useful for improving the employability quotient of students by building a range of competencies.
- VAC can also serve as top-up courses to make students industry-ready by exposing them to the current technology and practices than those covered in their formal degree courses.

### VALUE ADDED COURSES OFFERED

- **Emotional Intelligence in Healthcare:** The objective of this course is to develop emotional intelligence (EQ) skills among healthcare professionals, enhancing their ability to navigate interpersonal relationships, manage stress, and respond empathetically to patients and colleagues.

- **Schedule:**

The Course content should include ways and means of stimulating the thought processes of the candidate and ensure that the candidate can critically acquire new information from books, journals, lectures, seminars, and discussions.

The candidate has to attend three classes per week to complete 30 hours.

At the end of the course, a certificate will be provided to each candidate.

# MODULE

<b>School:</b> Sharda School of Allied Health Sciences	<b>Academic Year:</b> 2024-25		
	<b>Semester:</b> Even Semester		
Course Code	<b>NV10001</b>		
Course Title	<b>Emotional Intelligence in Healthcare</b>		
Contact Hours	<b>(30 Hours)</b>		
Course Type	<b>Value added course</b>		
Course Outcomes	<p>On successful completion of this course, students will be able:</p> <ul style="list-style-type: none"> <li>• Develop greater self-awareness to recognize and manage personal emotions in healthcare settings.</li> <li>• Enhance empathy skills to better understand and respond to patients' emotional needs.</li> <li>• Improve emotional regulation techniques to maintain professionalism under stress.</li> <li>• To Strengthen communication skills to foster trust and collaboration with patients and colleagues.</li> <li>• Apply emotional intelligence to resolve conflicts and improve teamwork in healthcare environments.</li> <li>• Cultivate resilience and emotional well-being to prevent burnout and enhance job satisfaction.</li> </ul>		
<b>Syllabus</b>			
<b>Course Modules</b>	<b>Content</b>	<b>Hours</b>	<b>Schedule</b>
Module 1	Introduction to Emotional Intelligence, the Science of Emotions, to understand the Role of EQ in Patient Care	<b>6</b>	<b>1<sup>st</sup> and 2<sup>nd</sup> week</b>
Module 2	Introduction to Self-Awareness and Self-Management, Emotional Regulation Techniques, Building Resilience	<b>6</b>	<b>3<sup>rd</sup> and 4<sup>th</sup> week</b>
Module 3	Introduction to Empathy and Compassionate Care, Practicing Compassionate Care, Assessing Patient Emotional Needs	<b>6</b>	<b>5<sup>th</sup> and 6<sup>th</sup> week</b>
Module 4	To know about Communication and Interpersonal Skills, Conflict Resolution in Healthcare, Team Collaboration and Leadership.	<b>6</b>	<b>7<sup>th</sup> and 8<sup>th</sup> week</b>
Module 5	Applying Emotional Intelligence in Practice, Creating an Emotionally Intelligent Healthcare Environment, Training and Development in Emotional Intelligence, Personal Action Plan for EQ Development	<b>6</b>	<b>9<sup>th</sup> and 10<sup>th</sup> week</b>

Text book/s	"Emotional Intelligence 2.0" by Travis Bradberry and Jean Greaves  "The Emotionally Intelligent Nurse" by Laura Lee and Karen L. Lindgren
Mode of examination	(Practical /Jury /Viva /Seminar /Hands-on training /Industrial training /Field visit /Workshop.