



SHARDA
UNIVERSITY
Beyond Boundaries



**SHARDA SCHOOL OF
ALLIED HEALTH
SCIENCES**



— COURSE —

Emotional Intelligence in Healthcare

(NV10001)

**VALUE ADDED
COURSE BROCHURE
2025-26**

ABOUT THE UNIVERSITY

Sharda University is a leading educational institution based out of Greater Noida, Delhi NCR. A venture of the renowned Sharda Group of Institutions (SGI), The University has established itself as a high-quality education provider with prime focus on holistic learning and imbibing competitive abilities in students.

ABOUT THE SCHOOL

The School of Allied Health Sciences plays an essential role in the modern health environment. The school is committed to provide 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 further clubbed with discussions, seminars and journal clubs for latest advances in the respective fields and community connect 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 in high-quality healthcare services in the country and abroad, by practicing and applying the knowledge acquired. Their hands-on experience with the 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 method in order to fill the gaps in students' knowledge and add competitive edge to their job prospects. A well-defined system of offering VACs in the courses makes them extremely useful for improving 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

Course name – Emotional intelligence in Healthcare

ABOUT THE COURSE

The objective of this course is to make the students understand the importance of Emotional Intelligence, to handle work stress, enhancement in effective communication, practicing team work and many more. This course is important in overall mental development of students, also to make them prepare for their job oriented goals.

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.

RESOURCE PERSON

Ms. Prerna Tiwari - She is a faculty at Sharda skill and she is a passionate soft skills trainer empowering lives through emotional intelligence, art therapy, and mindfulness—currently shaping futures at Sharda University. She is an accomplished expert in the area of "Emotional Intelligence", who will be leading this course. Her extensive experience in the field of "Emotional intelligence in healthcare" undoubtedly will add immense value to the learning experience.

Mr. Chiranjeet Adhikari - He is currently working as a faculty at sharda skill, an Educator-turned-corporate trainer with a background in finance and soft skills; currently shaping future professionals at Sharda University after impactful roles in Edubridge and Guru Nanak College. He is here to shape the students as per the current demand of the growing society.

School: SSAHS	Batch : 2025-26
Program: UG	Current Academic Year: 2024-25
Branch: Allied Health Sciences	Semester: 02

1 Course Code	Nv10001	
2 Course Title	Emotional Intelligence in Healthcare	
3 Credits	Audit	
4 Contact Hours (L-T-P)	30 Hours	
Course Type	Value added course	
5 Course Objective	<p>This course aims 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. By focusing on self-awareness, empathy, emotional regulation, and social skills, participants will learn how to improve communication, foster collaborative teamwork, and deliver compassionate, patient-centered care in high-pressure healthcare environments</p>	
6 Course Outcomes	<p>After completion of this course, students will be able to:</p> <p>CO1: Develop greater self-awareness to recognize and manage personal emotions in healthcare settings.</p> <p>CO2: Enhance empathy skills to better understand and respond to patients' emotional needs.</p> <p>CO3: Improve emotional regulation techniques to maintain professionalism under stress.</p> <p>CO4: Strengthen communication skills to foster trust and collaboration with patients and colleagues.</p> <p>CO5: Apply emotional intelligence to resolve conflicts and improve teamwork in healthcare environments.</p> <p>CO6: Cultivate resilience and emotional well-being to prevent burnout and enhance job satisfaction.</p>	
7 Course Description	<p>"Emotional Intelligence in Healthcare" is designed to help healthcare professionals enhance their interpersonal and emotional skills to improve patient care and workplace collaboration. This course focuses on building self-awareness, empathy, emotional regulation, and communication techniques essential for managing stress, fostering teamwork, and delivering compassionate care. By mastering emotional intelligence (EQ), participants will learn to navigate challenging situations with patients and colleagues, contributing to a more supportive and effective healthcare environment.</p>	
8 Outline syllabus		CO Mapping
Unit 1	Introduction to Emotional Intelligence	
A	Understanding Emotional Intelligence (EQ)	
B	The Science of Emotions	
C	The Role of EQ in Patient Care	
Unit 2	Self-Awareness and Self-Management	
A	Developing Self-Awareness	
B	Emotional Regulation Techniques	
C	Building Resilience	
Unit 3	Empathy and Compassionate Care	
A	Understanding Empathy	
B	Practicing Compassionate Care	
C	Assessing Patient Emotional Needs	
Unit 4	Communication and Interpersonal Skills	
A	Effective Communication Techniques	
B	Conflict Resolution in Healthcare	
	Team Collaboration and Leadership	
Unit 5	Applying Emotional Intelligence in Practice	
A	Creating an Emotionally Intelligent Healthcare Environment	
B	Training and Development in Emotional Intelligence	
	Personal Action Plan for EQ Development	
Text book/s*	<p>"Emotional Intelligence 2.0" by Travis Bradberry and Jean Greaves </p> <p>"The Emotionally Intelligent Nurse" by Laura Lee and Karen L. Lindgren</p>	