

Professional Master's Degree

Emotional Intelligence





Professional Master's Degree Emotional Intelligence

- » Modality: online
- » Duration: 12 months
- » Certificate: TECH Technological University
- » Dedication: 16h/week
- » Schedule: at your own pace
- » Exams: online

Website: www.techtitute.com/us/education/professional-master-degree/master-emotional-intelligence-psychologists

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01

Introduction

Psychologists have found in emotional education a key tool to avoid school bullying, cyberbullying or gender violence and to generate equality, respect and people capable of adequately facing challenges in any field, from childhood to adulthood. This work is carried out in schools, where the psychologist plays an important role in mental wellbeing. Likewise, there is currently a greater interest and number of studies that focus on this field, so the professional must be up to date with the advances that are developed on the intelligent management of emotions. For this reason, this institution offers a 100% online program, in which you can delve into the latest scientific evidence on the emotional brain, social influence or educational coaching. All of this, with a specialized faculty that is a point of reference in this field.





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Emotional intelligence has been gaining importance in the educational system due to its ability to promote equality or respect. Update your knowledge in this field thanks to this program"

Assertiveness, responsibility, empathy, self-control or cooperation are emotional skills that should be worked on from childhood for a correct psychological development of the person. Since Salovey and Mayor defined Emotional Intelligence in the nineties, it has not stopped being studied, evolving and acquiring great relevance from the educational, business and even marketing fields.

The progress in the understanding of the human mind, the abilities of each individual or the social aspects that influence them have focused studies in this field, which reveal the importance of a correct emotional education. This has led to the fact that Emotional Intelligence has its weight in the educational contents. In this scenario, the psychology professional encounters both children with whom they must work on emotional aspects and the teachers themselves who must enhance them in their classrooms. That is why TECH has developed a Professional Master's Degree which responds to this need.

Thus, through innovative multimedia content, the professional will be able to delve into the most recent research on the emotional brain, emotional health, the social brain, educational leadership or emotional development in childhood. Likewise, during the course of this program, they will learn about the role of the teacher in the different educational stages, as well as their limits, tools and diagnostic capabilities in children and adolescents.

All this, in a 100% online format, flexible and compatible with personal and/or personal responsibilities. The psychologist who studies this program will be able to access the syllabus comfortably from their computer with an Internet connection at any time of the day. This is possible, since this Professional Master's Degree does not have classes with fixed schedules, nor face-to-face attendance. The professional, therefore, has a great opportunity to update their knowledge through quality education, which is at the academic forefront.

This **Professional Master's Degree in Emotional Intelligence** contains the most complete and up-to-date program on the market. The most important features include:

- ♦ Practical cases presented by experts in Emotional Intelligence
- ♦ The graphic, schematic, and practical contents with which they are created, provide scientific and practical information on the disciplines that are essential for professional practice
- ♦ Practical exercises where the self-assessment process can be carried out to improve learning.
- ♦ Its special emphasis on innovative methodologies
- ♦ Theoretical lessons, questions to the expert, debate forums on controversial topics, and individual reflection assignments
- ♦ Content that is accessible from any fixed or portable device with an Internet connection



Thanks to this Professional Master's Degree you will be able to delve into the main conflicts between parents and teachers, as well as the different intervention techniques"

“

This university program will give you an insight into educational leadership and school conflicts with students"

The program's teaching staff includes professionals from the sector who contribute their work experience to this program, as well as renowned specialists from leading societies and prestigious universities.

The multimedia content, developed with the latest educational technology, will provide the professional with situated and contextual learning, i.e., a simulated environment that will provide immersive training programmed to train in real situations.

This program is designed around Problem-Based Learning, whereby the professional must try to solve the different professional practice situations that arise throughout the program. For this purpose, the student will be assisted by an innovative interactive video system created by renowned and experienced experts.

Delve into the evolution of the concept of Emotional Intelligence and apply the latest techniques in educational coaching.

This program is designed for professionals like you, who want an advanced education that is compatible with other areas of your life.



02

Objectives

The psychology professional who studies this educational program will obtain the most recent information in the field of Emotional Intelligence. For this purpose, there are video summaries of each topic, videos in detail and readings that complement the advanced content of this Professional Master's Degree. All this, elaborated by an expert teaching team with experience in the work of this discipline, which will allow you to delve into the limbic brain, emotional illiteracy or cognitive restructuring techniques.





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Broaden your knowledge and work on the context of emotional intelligence in the numerous fields of action in which it is developed"



General Objectives

- Update knowledge of emotional intelligence in its different fields of application, in the clinical, educational or labor field, with the aim of improving the quality of the professional's praxis in their daily work
- Introduce the student to the vast world of emotional intelligence, from a practical perspective, to help them learn about the different disciplines that cover emotions in relation to human behavior and its possibilities
- Know the tools used in the practice of emotional intelligence
- Enable the development of skills and abilities by encouraging continuous training and research



Take the step to get up to date on the latest developments in Emotional Intelligence"





Specific Objectives

Module 1. Emotions

- ♦ Analyze the amygdala and positive emotion
- ♦ Explore the limbic brain
- ♦ Discover what The Papez Circuit is
- ♦ Discover the relationship between intelligence and the life cycle
- ♦ Unravel the information on inherited intelligence
- ♦ Classify the direct assessment of intelligence
- ♦ Determine what the direct assessment of intelligence is
- ♦ Identify the Flynn Effect
- ♦ Understand the relationship between the Central Nervous System and emotional intelligence
- ♦ Understand the relationship between childhood and gender in emotional intelligence
- ♦ Know Gardner's theory
- ♦ Know the Mayer and Salovey model

Module 2. Emotional Intelligence

- ♦ Analyze academic intelligence
- ♦ Define emotional intelligence
- ♦ Understand multiple intelligence
- ♦ Define emotional illiteracy
- ♦ Classify high abilities
- ♦ Explore the field of giftedness
- ♦ Understand people with functional diversity
- ♦ Define the role of intelligence tagging

Module 3. Educational Coaching

- ♦ Discover the different types of relaxation techniques
- ♦ Deepen knowledge in the applied practice of relaxation
- ♦ Rate the types of systematic desensitization techniques
- ♦ Discover the different types of biofeedback techniques
- ♦ Understand the applied practice of biofeedback

Module 4. Educational Leadership

- ♦ Examine the relationship between intelligence and creativity
- ♦ Explore hypersensitivity to emotions
- ♦ Understand the relationship between intelligence and emotion
- ♦ Recognize emotional intelligence

Module 5. Emotional Intelligence in Pre-School 0-6 Years Old

- ♦ Define the life cycle of emotional intelligence
- ♦ Recognize the qualitative assessment of emotional intelligence
- ♦ Recognize the quantitative assessment of emotional intelligence

Module 6. Emotional Intelligence in Pre-School Teachers

- ♦ Explore the relationship between adulthood and gender in emotional intelligence
- ♦ Analyze the social determinism of emotional intelligence
- ♦ Understand unitary intelligence
- ♦ Identify multiple intelligence

Module 7. Emotional Intelligence in Primary Education 6-12 Years Old

- ♦ Analyze the relationship between creativity and intelligence
- ♦ Discover the role of self-awareness and intelligence
- ♦ Recognize social change in emotional intelligence
- ♦ Define the role of family patterns in emotional intelligence
- ♦ Understand emotional control and management





Module 8. Emotional Intelligence in Primary School Teachers

- ♦ Differentiate between emotional maturity and emotional intelligence
- ♦ Discover emotional Relearning
- ♦ Observe the relationship between intelligence and social skills

Module 9. Emotional Intelligence in High School Education 12-16 Years Old

- ♦ Understand the functioning of the amygdala and negative emotion
- ♦ Recognize the intensity of emotion
- ♦ Determine the affective value of emotion

Module 10. Emotional Intelligence in High School Teachers

- ♦ Clarify the meaning of borderline personality
- ♦ Recognize the role of emotional intelligence
- ♦ Recognize the different types of social skills techniques
- ♦ Classify the types of cognitive restructuring techniques

“ 1500 teaching hours of innovative and comprehensive information on Emotional Intelligence and the role of the teacher at different educational levels”

03 Skills

This Professional Master's Degree provides the professional with scientific evidence on the evolution of the concept of Emotional Intelligence, as well as allowing the psychologist to expand their skills in this field. It will also enhance their skills in the design of intervention programs in this field, evaluate and identify the main emotional characteristics according to the age of the child or adolescent. For this purpose, TECH offers students a syllabus with a theoretical-practical approach and the most up-to-date teaching tools.



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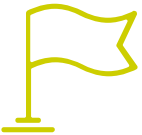
You are looking at a program that will enhance your skills in psychological assessment and intervention with children with emotional conflicts"



Basic Skills

- ♦ Possess and understand knowledge that provides a basis or opportunity to be original when developing and/or applying ideas, often in a research context
- ♦ Know how to apply acquired knowledge and problem-solving skills in new or unfamiliar environments within broader (or multidisciplinary) contexts related to the area of study
- ♦ Integrate knowledge and face the complexity of making judgments based on incomplete or limited information, including reflections on the social and ethical responsibilities linked to the application of their knowledge and judgments
- ♦ Know how to communicate conclusions, knowledge, and supporting arguments to specialized and non-specialized audiences in a clear and unambiguous way
- ♦ Acquire the learning skills that will enable further studying, in a largely self-directed or autonomous manner





Specific Skills

- ♦ Recognize the characteristics of emotional intelligence
- ♦ Recognize the initial model of emotional intelligence
- ♦ Analyze the new models of emotional intelligence
- ♦ Understand the cognitive components of emotional intelligence
- ♦ Explore the social components of emotional intelligence
- ♦ Explain the relationship between the peripheral nervous system and emotional intelligence
- ♦ Recognize the application of emotional intelligence in emotional adjustment
- ♦ Deepen knowledge of the application of emotional intelligence in happiness
- ♦ Explore the definition and evaluation of anger.
- ♦ Clarify the influence of anger on health
- ♦ Deepen knowledge of the definition and evaluation of guilt
- ♦ Understand the influence of optimism on health
- ♦ Explore the definition and evaluation of resilience
- ♦ Deepen knowledge of the influence of resilience on health
- ♦ Understanding the design of intervention programs in emotional intelligence
- ♦ Explore the assessment of intervention in emotional intelligence
- ♦ Deepen knowledge on the QI assessment
- ♦ Understand the definition and evaluation of helplessness
- ♦ Discover new proposals of multiple intelligence
- ♦ Unravel the information on multipersonal intelligence
- ♦ Deepen knowledge of interpersonal intelligence
- ♦ Understand the influence of helplessness on health
- ♦ Understand the emotional adjustment of control and emotional management
- ♦ Explore the practical application of systematic desensitization
- ♦ Explore the practical application of social skills
- ♦ Discover the influence of anxiety on health



Get up to date in social-emotional skills and creativity thanks to this university program"

04

Course Management

The management and teaching staff of this online university program is made up of experts in Psychology, and specifically in Emotional Intelligence. A faculty versed in this field and with extensive professional experience. This is a guarantee for students who enter this program seeking the latest knowledge through a specialized team that, thanks to its proximity, will resolve any questions that may arise about the content of this Professional Master's Degree.





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A specialized team will guide you for 12 months so that you can achieve your desired update in Emotional Intelligence”

Management



Dr. De la Serna, Juan Moisés

- ◆ Director of the Open Chair of Psychology and Neurosciences and science communicator
- ◆ PhD in Psychology
- ◆ Master's Degree in Neurosciences and Behavioral Biology

Professors

Ms. Pellicer Royo, Irene

- ◆ Bachelor of Science in Physical Activity and Sport, University of Lleida
- ◆ Physical Education Teacher at Fundació Jesuïtes Educació
- ◆ Master's Degree in Medical Sciences applied to Physical Activity and Sport, University of Lleida
- ◆ Certificate in Management and Administration of Sports Entities
- ◆ Master's Degree in Emotional Education and Well-being
- ◆ Postgraduate in Neuroeducation Learning with all our potential, University of Barcelona

Ms. Martínez Zarza, Ana María

- ◆ Educational psychologist
- ◆ Graduate of the Life Personal Transformation Program
- ◆ Postgraduate Diploma in Emotional Intelligence

Mr. Salido Durán, Daniel

- ◆ Postgraduate Diploma in Emotional Intelligence
- ◆ Master's Degree in Educational Coaching Transpersonal Therapist
- ◆ Degree in Educational Sciences



Mr. Perez, Francisco M.

- ◆ Founder and Coordinator of La Escuela de la Vida Family Care and Training Center
- ◆ Integrative Therapist and Family Educator
- ◆ Trainer, Family Mediator and Scholar
- ◆ Specialist in Personal Growth
- ◆ Higher Diploma in Mindfulness, Management and Emotional Intelligence
- ◆ Systemic Coach

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A path to achieve training and professional growth that will propel you towards a greater level of competitiveness in the employment market”

05

Structure and Content

The curriculum of this university program consists of a syllabus divided into 10 modules, in which the psychology professional will go through the most advanced and comprehensive concepts on Emotional Intelligence. Thus, they will delve into educational leadership, educational *coaching* emotional intelligence in pre-school, primary and high school teachers and emotions. It also has simulations of clinical cases that will bring you closer to a situational reality that you will be able to experience in your daily practice.





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The multimedia resource library is available 24 hours a day. Access it easily from your computer”

Module 1. The Emotional Brain

- 1.1. The Emotional Brain
- 1.2. Positive vs. Negative Emotions
- 1.3. Arousal vs Valence
- 1.4. Emotional Intelligence and the Education of Emotions According to the Mayer and Salovey Model
- 1.5. Other Models of Emotional Intelligence and Emotional Transformation
- 1.6. Socio-Emotional Skills and Creativity According to Level of Intelligence
- 1.7. Emotional Coefficient vs. Intelligence
- 1.8. Alexithymia vs. Hyper Emotivity.
- 1.9. Emotional Health
- 1.10. The Social Brain

Module 2. Emotional Intelligence

- 2.1. Emotional Intelligence Concept
- 2.2. Theories and Models of Emotional Intelligence
- 2.3. Components of Emotional Intelligence
- 2.4. Physiology of Emotional Intelligence
- 2.5. Evolution of Emotional Intelligence
- 2.6. Emotional Intelligence Assessment
- 2.7. Emotional Intelligence Gender Differences
- 2.8. The social influence of Emotional Intelligence
- 2.9. Family and Emotional Intelligence
- 2.10. Myths and Truths of Emotional Intelligence



Module 3. Emotional Intelligence in Pre-School 0-6 Years Old

- 3.1. Characteristics of Early Childhood
- 3.2. Emotions in Early Childhood
- 3.3. The Role of Parents in Early Childhood
- 3.4. The Role of Others in Early Childhood
- 3.5. Development of Early Childhood
- 3.6. Emotional Disturbances in Early Childhood
- 3.7. Diagnosis in Early Childhood
- 3.8. Emotional Intelligence Intervention Tools in Early Childhood
- 3.9. Intervention with Emotional Intelligence in Early Childhood
- 3.10. Evaluation of the Efficiency of Emotional Intelligence in Early Childhood

Module 4. Emotional Intelligence in Pre-School Teachers

- 4.1. The Role of a Pre-School Teacher
- 4.2. Functions and Limits of a Pre-School Teacher
- 4.3. Pre-School Teacher Detection and Diagnosis
- 4.4. Pre-School Teacher Emotional Intelligence Tool
- 4.5. Pre-School Teacher Intervention in Emotional Intelligence
- 4.6. Effectiveness of a Pre-School Teacher's Intervention in Emotional Intelligence
- 4.7. Pre-School Teacher Conflict with Colleagues
- 4.8. Pre-School Teacher Conflict with Parents
- 4.9. Intervention of Emotional Intelligence in the Conflict of a Pre-School Teacher
- 4.10. Intervention of Emotional Intelligence in the Work Environment of a Pre-School Teacher

Module 5. Emotional Intelligence in Primary School Teachers

- 5.1. The Role of a Primary School Teacher
- 5.2. Functions and Limits of a Primary School Teacher
- 5.3. Primary School Teacher Detection and Diagnosis
- 5.4. Primary School Teacher Emotional Intelligence Tools
- 5.5. Primary School Teacher Intervention in Emotional Intelligence
- 5.6. Effectiveness of a Primary School Teacher's Intervention in Emotional Intelligence
- 5.7. Primary School Teacher Conflict with Colleagues
- 5.8. Primary School Teacher Conflict with Parents
- 5.9. Intervention of Emotional Intelligence in the Conflict of a Primary School Teacher
- 5.10. Intervention of Emotional Intelligence in the Work Environment of a Primary School Teacher

Module 6. Emotional Intelligence in Primary Education 6-12 Years Old

- 6.1. Characteristics of Primary Education
- 6.2. Emotions in Primary School
- 6.3. The Role of Parents in Primary School
- 6.4. The Role of Others in Primary School
- 6.5. Primary School Development
- 6.6. Emotional Disturbances in Primary School
- 6.7. Diagnosis in Primary School
- 6.8. Emotional Intelligence Intervention Tools in Primary School
- 6.9. Intervention with Emotional Intelligence in Primary School
- 6.10. Evaluation of the Efficiency of Emotional Intelligence in Primary School

Module 7. Emotional Intelligence in High School Education 12-16 Years Old

- 7.1. Characteristics of High School Education
- 7.2. Emotions in High School
- 7.3. The Role of Parents in High School
- 7.4. The Role of Others in High School
- 7.5. High School Development
- 7.6. Emotional Disturbances in High School
- 7.7. Diagnosis in High School
- 7.8. Emotional Intelligence Intervention Tools in High School
- 7.9. Intervention with Emotional Intelligence in High School
- 7.10. Evaluation of the Efficiency of Emotional Intelligence in High School

Module 8. Emotional Intelligence in High School Teachers

- 8.1. The Role of a High School Teacher
- 8.2. Functions and Limits of a High School Teacher
- 8.3. High School Teacher Detection and Diagnosis
- 8.4. High School Teacher Emotional Intelligence Tools
- 8.5. High School Teacher Intervention in Emotional Intelligence
- 8.6. Effectiveness of a High School Teacher's Intervention in Emotional Intelligence
- 8.7. High School Conflict with Colleagues
- 8.8. High School Teacher Conflict with Parents
- 8.9. Intervention of Emotional Intelligence in the Conflict of a High School Teacher
- 8.10. Intervention of Emotional Intelligence in the Work Environment of a High School Teacher





Module 9. Educational Coaching

- 9.1. Defining Coaching
- 9.2. Coaching Tools
- 9.3. Requirements of Coaching
- 9.4. Coaching Applied in the Classroom
 - 9.4.1 Coaching Exercises in Class
 - 9.4.2 Coaching Tools in Class
- 9.5. Evaluation of the Intervention of Educational Coaching
- 9.6. Efficiency of Educational Coaching
- 9.7. Educational Proposals from Coaching
- 9.8. Participation of Education Staff in Coaching

Module 10. Educational Leadership

- 10.1. Structures of Power in an Education Center
- 10.2. Election and Functions of the Leader
- 10.3. Workplace Environment
- 10.4. School Conflict Among Teachers
- 10.5. Conflict with Students
- 10.6. Group Intervention Techniques
- 10.7. Leadership Techniques
- 10.8. Intervention Among Teachers
- 10.9. Intervention in the Classroom
- 10.10. Change in the Classroom

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A university program that will bring you closer to the most current knowledge on leadership and group intervention techniques”

06

Methodology

This academic program offers students a different way of learning. Our methodology uses a cyclical learning approach: **Relearning**.

This teaching system is used, for example, in the most prestigious medical schools in the world, and major publications such as the **New England Journal of Medicine** have considered it to be one of the most effective.



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Discover Relearning, a system that abandons conventional linear learning, to take you through cyclical teaching systems: a way of learning that has proven to be extremely effective, especially in subjects that require memorization"

At TECH we use the Case Method

What should a professional do in a given situation? Throughout the program, students will face multiple simulated clinical cases, based on real patients, in which they will have to do research, establish hypotheses, and ultimately resolve the situation. There is an abundance of scientific evidence on the effectiveness of the method. Specialists learn better, faster, and more sustainably over time.

With TECH the psychologist experiences a way of learning that is shaking the foundations of traditional universities around the world.



According to Dr. Gérvas, the clinical case is the annotated presentation of a patient, or group of patients, which becomes a "case", an example or model that illustrates some peculiar clinical component, either because of its teaching power or because of its uniqueness or rarity. It is essential that the case is based on current professional life, trying to recreate the real conditions in the psychologist's professional practice.

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Did you know that this method was developed in 1912, at Harvard, for law students? The case method consisted of presenting students with real-life, complex situations for them to make decisions and justify their decisions on how to solve them. In 1924, Harvard adopted it as a standard teaching method”

The effectiveness of the method is justified by four fundamental achievements:

1. Psychologists who follow this method not only master the assimilation of concepts, but also develop their mental capacity by means of exercises to evaluate real situations and apply their knowledge.
2. Learning is solidly translated into practical skills that allow the psychologist to better integrate knowledge into clinical practice.
3. Ideas and concepts are understood more efficiently, given that the example situations are based on real-life.
4. Students like to feel that the effort they put into their studies is worthwhile. This then translates into a greater interest in learning and more time dedicated to working on the course.



Relearning Methodology

At TECH we enhance the case method with the best 100% online teaching methodology available: Relearning.

Our university is the first in the world to combine the study of clinical cases with a 100% online learning system based on repetition, combining a minimum of 8 different elements in each lesson, which is a real revolution compared to the simple study and analysis of cases.

The psychologist will learn through real cases and by solving complex situations in simulated learning environments. These simulations are developed using state-of-the-art software to facilitate immersive learning.



At the forefront of world teaching, the Relearning method has managed to improve the overall satisfaction levels of professionals who complete their studies, with respect to the quality indicators of the best online university (Columbia University).

This methodology has trained more than 150,000 psychologists with unprecedented success in all clinical specialties. Our pedagogical methodology is developed in a highly competitive environment, with a university student body with a strong socioeconomic profile and an average age of 43.5 years old.

Relearning will allow you to learn with less effort and better performance, involving you more in your training, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation for success.

In our program, learning is not a linear process, but rather a spiral (learn, unlearn, forget, and re-learn). Therefore, we combine each of these elements concentrically.

The overall score obtained by our learning system is 8.01, according to the highest international standards.



This program offers the best educational material, prepared with professionals in mind:



Study Material

All teaching material is produced by the specialists who teach the course, specifically for the course, so that the teaching content is highly specific and precise.

These contents are then applied to the audiovisual format, to create the TECH online working method. All this, with the latest techniques that offer high quality pieces in each and every one of the materials that are made available to the student.



Latest Techniques and Procedures on Video

TECH introduces students to the latest techniques, to the latest educational advances, to the forefront of current psychology. All of this in direct contact with students and explained in detail so as to aid their assimilation and understanding. And best of all, you can watch the videos as many times as you like.



Interactive Summaries

The TECH team presents the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.

This exclusive educational system for presenting multimedia content was awarded by Microsoft as a "European Success Story".



Additional Reading

Recent articles, consensus documents and international guidelines, among others. In TECH's virtual library, students will have access to everything they need to complete their course.





Expert-Led Case Studies and Case Analysis

Effective learning ought to be contextual. Therefore, TECH presents real cases in which the expert will guide students, focusing on and solving the different situations: a clear and direct way to achieve the highest degree of understanding.



Testing & Retesting

We periodically evaluate and re-evaluate students' knowledge throughout the program, through assessment and self-assessment activities and exercises, so that they can see how they are achieving their goals.



Classes

There is scientific evidence suggesting that observing third-party experts can be useful.

Learning from an Expert strengthens knowledge and memory, and generates confidence in future difficult decisions.



Quick Action Guides

TECH offers the most relevant contents of the course in the form of worksheets or quick action guides. A synthetic, practical, and effective way to help students progress in their learning.



07

Certificate

The Professional Master's Degree in Emotional Intelligence guarantees students, in addition to the most rigorous and up-to-date education, access to a Professional Master's Degree issued by TECH Technological University.





Successfully complete this program and receive your university qualification without having to travel or fill out laborious paperwork"

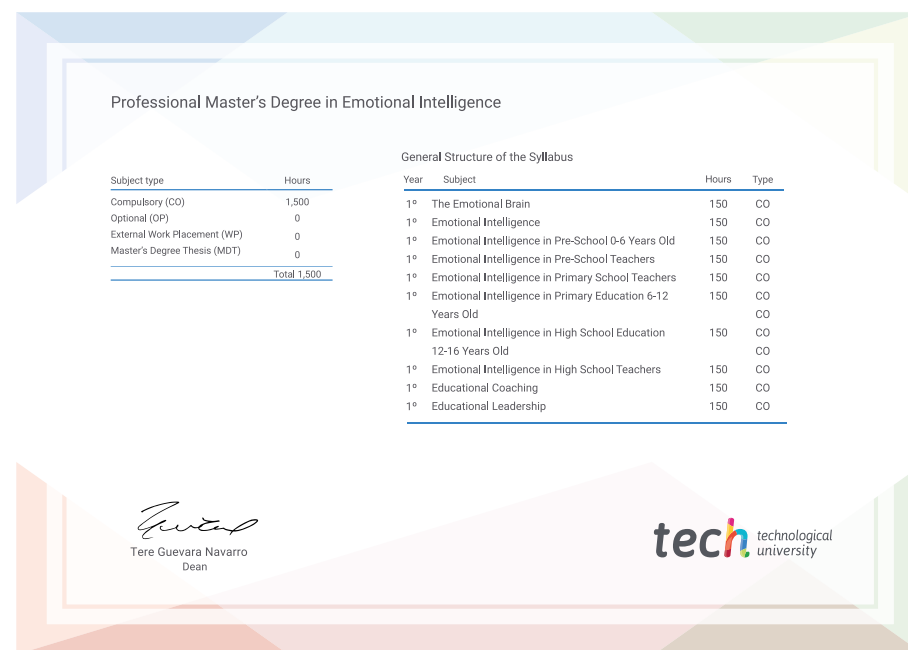
This **Professional Master's Degree in Emotional Intelligence** contains the most complete and up-to-date program on the market.

After the student has passed the assessments, they will receive their corresponding **Professional Master's Degree** diploma issued by **TECH Technological University** via tracked delivery*.

The diploma issued by **TECH Technological University** will reflect the qualification obtained in the Professional Master's Degree, and meets the requirements commonly demanded by labor exchanges, competitive examinations and professional career evaluation committees.

Title: **Professional Master's Degree in Emotional Intelligence**

Official N° of Hours: **1,500 h.**



*Apostille Convention. In the event that the student wishes to have their paper diploma issued with an apostille, TECH EDUCATION will make the necessary arrangements to obtain it, at an additional cost.



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Emotional Intelligence

