



Enhancing the Emotional Intelligence of Hong Kong College Students Through a General Education Course

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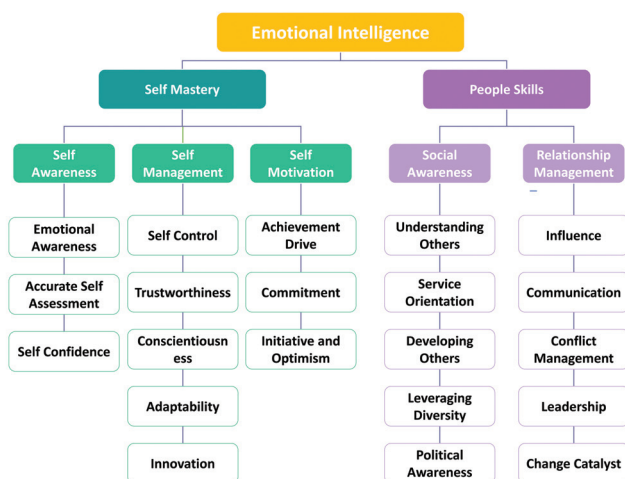
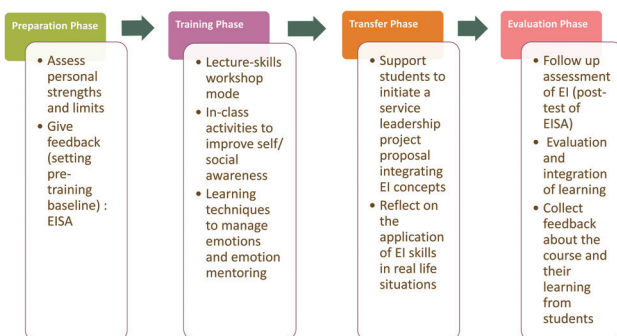
Background and Rationale

To prepare college students with 'EI' knowledge and skills to become mature, capable and competent service leaders in the community

Service Leadership and Emotional intelligence (EI) – General Education Course

- Introduce concepts of service leadership and EI
- Develop emotional abilities relating to self and social awareness and management
- Based on Daniel Goleman's EI model
- Lectures, workshops, role-plays, small group discussion and reflections, simulation exercises

Training Guideline



Daniel Goleman's Working with Emotional Intelligence Model

Research Objectives

- Evaluate efficacy of EI training on college students
- Examine gender difference
- Difference on 'Year of study'
- Difference on 'Programs of study'

Methodology

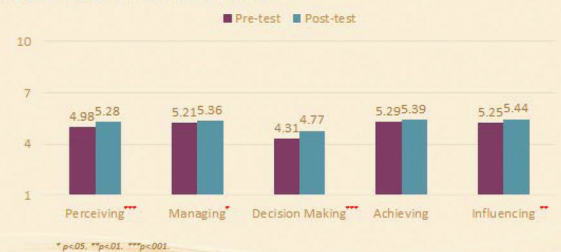
- Quantitative measures:
 - Pre-test and post-test analysis of
 - 1. EQ Knowledge and Skill Evaluation
 - 2. Emotional Intelligence Skills Assessment(EISA)
- Qualitative measures:
 - Focus group and individual interviews

Results

- Significant gain in all Teaching and Learning Outcomes
- Positive impact on Emotional Intelligence (EI): significant gain in 4 EI factors, namely Perceiving, Managing, Decision Making, and Influencing.
- No significant gender difference in EISA gain scores
- No significant difference in EISA gain scores regarding year of study

Efficacy of EI training on college students

Pre-Post Comparison on EISA (N=135)



Feedback from focus group & Individual Interviews

- "This course enables me to uplift my EI and understand the knowhow to help others in overcoming emotional difficulties."
- "I have become more cheerful and open-minded, taken the initiative to make friends in the university, as well as being more embracing and forgiving."
- "I subconsciously show more concern for others' feelings, find ways to compromise, respect others' will and build good interpersonal relationships."



Discussion and Conclusions

- EI can be enhanced through learning and training
- EI can be improved among college students in a relatively short time
- Programs/ GE courses related to the development of EI skills should be supported & encouraged in the college community

Implication

- To add a new element to the course in order to further enhance EI especially on the factor of 'Achieving' which is related to setting realistic goals on service planning
- To promote and encourage more students to participate in this kind of GE courses to promote their EI