UNIVERSITY OF MUMBAI

M.Com. (Business Management) – Semester II

Professional Intelligence

Particulars	Details
Programme	M.Com. (Business Management)
Course Name	Professional Intelligence
Total Credits	04
Total Marks	100
University Assessment	50
College Assessment	50
Prerequisite	

Course Outcomes

• CO1) To Provide the learners to comprehend new terms of Professional Intelligence and its Importance.

• CO2) To give them knowledge about the effect on recruitment and organisational culture.

• CO3) To develop learning and analytical skills of the learners to enable them to solve cases and they should prepare the solution for the challenges.

• CO4) To acquaint the learners with recent developments and trends in the business corporate world related to Professional Intelligence.

Module 1

Unit 1: Basics of Professional Intelligence

• Definition of Intelligence; Meaning of Human Intelligence; Gardener's Theory of multiple intelligence; Types of intelligence; Concept and features of PI; Importance to firm and individual.

• Process of developing PI; Factors affecting PI; Qualities required for PI; Challenges of PI.

Unit 2: Principles and Impact of PI

• 21 Principles of PI; Impact of PI on: Recruitment, Organisational culture, Employees.

• Reasons for PI; Risk in PI.

Module 2

Unit 3: Emotional Intelligence and Spiritual Intelligence

• Meaning of Emotional intelligence; Dimension of Emotional Intelligence—Self-awareness, self-motivation, empathy, Social Skills; Mayer & Saloveys (1997) Cognitive model of EI; Golemans (1995) model of EI.

• Spiritual intelligence; Methods to learn & develop spiritual Intelligence—Meditation, Detached Observation, Reflection, Connecting, Practice.

Unit 4: Professional Stress & PI in AI world

• Stress—Definition, Physical and Mental Health; Meaning of Professional Stress; Job design; work systems; World Health Organizations study on Job Stress; sources of job stress—Survival Stress, Internal Stress, Environmental Stress, Fatigue.

• Degrees of Stress—Acute Stress, Emotional distress, Chronic stress; Coping mechanism of Stress.

• Accountability Ladder in Professional Intelligence; Distinction between Professional intelligence and artificial intelligence.

References

• Danah Zohar (1997), Rewiring the corporate Brain.

• Moral Minds: How Nature Designed our Universal sense of Right and Wrong by Marc Hauser (2006).

• Cartwright S. Cooper, Managing workplace stress, Sage publication 1997.

• Emotional Intelligence - why it matters more than IQ by Daniel Goleman.

• Paula Jago (2013), Professional Intelligence: The 21 Principles of How to Succeed at Work.