

RSM2618
The Socially Intelligent Manager
Stéphane Côté
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INSTRUCTOR BIO

Stéphane Côté is Professor of Organizational Behaviour at Rotman. He earned his PhD in psychology at the University of Michigan, and joined Rotman in 2001. He teaches social intelligence in Rotman's MBA and executive programs, as well as in various companies. His research examines how people leverage social intelligence to enhance their performance, and how social class relates to prosocial behavior. He has written about his research in the *New York Times* as well as in academic journals. He won the Dean's award for excellence in teaching in 2012, and the Dean's award for excellence in research in 2006.

TARGET AUDIENCE

Students interested in accelerating their careers by better understanding the role of social skills at work, receiving feedback on their social skills, improving their social skills, and learning how to improve the social skills of the people they work with and manage.

COURSE MISSION

Students will gain knowledge of what comprises social intelligence and how these skills affect their own professional activities. Students will appreciate the importance of social intelligence to their own leadership and decision making, and in such diverse organizational experiences as negotiations, decision making, customer service, and marketing. Students will develop their own social skills and learn how to develop the social skills of other people.

COURSE SCOPE

This course provides students with models, skills, and tools needed identify the role of social intelligence—the ability to navigate complex social relationship and environments—in organizational life. First, we learn about models of social intelligence. Then, we apply this knowledge and develop our social skills through a series of experiential exercises, assessments, lectures, case studies, and examples. In addition, guest speakers will describe how social skills are assessed and enhanced in various large organizations, including Google. The course will cover topics such as:

- How good are we at knowing how others are feeling, and if others are lying?
- How well do we understand the impressions that we make on others?
- What are the most effective strategies to manage one's own emotions?
- How do emotions change risk perception, creativity, and decision-making?
- How do we boost positive emotions to make work more enjoyable and more productive?

REQUIRED RESOURCES

The instructor will provide a reading package consisting of selected academic and business articles.

COURSE FORMAT

Intensive. Two consecutive Friday & Saturday sessions (specific dates and times TBA).

EVALUATION AND GRADE DISTRIBUTION

Component	Due Date	Weight
Class Participation	Ongoing	20%
Self-Assessment Analysis and Personal Development Plan	Two weeks after the last class	80%