

ABSTRACT

Syachdan, Nursuci Kencana: The Effectiveness of Emotional Intelligence Development Program to Increase Self Management and Relationship Management of Supervisors in “PT.X” Bandung. (The development of emotional resilience, emotional expression and control, conflict handling (assertiveness) aspect).

The purpose of this study is to measure the Sparrow and Knight’s (2006) effectiveness of emotional intelligence development program in increasing self management and relationship management skills of supervisors in “PT.X” Bandung. This program consists of training on the emotional resilience and emotional control skills (which are emotional expression and control, and conflict handling (assertiveness) aspects). Subjects of this study are supervisors within 20-35 years old.

The stress of working that is mostly experienced by the individual attracts the researcher to implement a form of treatment that is aimed to increase the self management and relationship management skills. The framework why this treatment was chosen is based on references that stress at work could stimulate low emotional resilience, burnt emotional reaction and conflict with work-mates. One way to increase these skills is by giving training of more knowledge and new skills to result new habit of behavior.

This study used quasi experimental approach with single group pretest-posttest design. The measurement was done to 7 subjects. Data was gathered through self management and relationship management questionnaires which an adaptation of The Individual Effectiveness Questionnaire that is the emotional intelligence diagnostic tool developed by Sparrow and Maddock in 2000 (Sparrow & Knight, 2006) and EQ Map Questionnaire (Robert K. Cooper, Ph.D & Ayman Sawaf, 2001).

The result shows that the treatment-emotional resilience aspect of emotional intelligence development program significantly increases the self management. While, emotional control development program (development of emotional expression and control, and conflict handling (assertiveness) aspects) increase the relationship management, however it is not significant. It is suggested to conduct assisting and monitoring in specific amopunt of times in practice. This assisting time during the practice need to be discussed further to achieve new habit of behavior.

Key Words: *emotional intelligence, emotional resilience, emotional expression and control, conflict handling (assertiveness).*