



Department of Library & Information Science  
University of Lucknow  
Is organizing  
Intrastate Inter-university  
Workshop for Library & Information Professionals

# Are You a Compassionate Librarian?

An online experiential learning module on  
Emotional Intelligence and its manifestations in  
library workplace



19-20 Oct,  
2023



3-5 PM



ZOOM

## Key Topics

- Introduction to Emotional Intelligence
- Self-Awareness and Self-Reflection
- Self-Regulation and Stress Management
- Empathy and Active Listening
- Conflict Resolution
- Effective Communication and Feedback
- Applying EI in Library Settings

## Features

- Interactive Sessions
- Group Activities
- Real-Life Case Studies
- Action Plan Development
- Q&A and Peer Feedback
- Post-Workshop workbook
- A follow-up survey and assessment



Emotional Intelligence is not just a desirable trait but a fundamental requirement for librarians in the 21st century. Libraries are not just repositories of books; they are dynamic spaces where emotions, intellect, and creativity converge. Emotionally intelligent librarians not only enrich patrons' lives but also create nurturing environments for their colleagues, ensuring that libraries remain vibrant, welcoming, and indispensable pillars of communities worldwide. Emotional intelligence (EI) is a crucial skill for library professionals to excel in their roles.

This 4-hour programme is designed to help library professionals enhance their emotional intelligence, leading to improved communication, collaboration, and overall job satisfaction. Through interactive sessions, group discussions, and practical exercises, participants will learn to recognize, understand, and manage their emotions effectively, ultimately leading to better service delivery and more productive work environments.

The instructional design of this engaging workshop encourages active participation, self-reflection, and the application of emotional intelligence concepts in the library context.



**PATRON**  
**Prof Alok Kumar Rai**  
Vice Chancellor  
University of Lucknow



**FACILITATOR**  
**Ravija Srivastava**  
Visiting Faculty  
(University of Mumbai)  
Soft Skills Expert, Image Consultant  
and Instructional Designer

**Participating  
Universities**

Banaras Hindu University  
Aligarh Muslim University  
BBA University  
Bundelkhand University  
Dr.B.R. Ambedkar University  
University of Lucknow

**Who Should  
Attend**

Library professionals who have completed full time regular courses from participating universities of Uttar Pradesh and have work experience of at least one year

**Workshop Requirements:**

- Internet-connected device with audio and video capabilities (computer, tablet, or smartphone) with Stable internet connection
- Zoom video conferencing platform

**Limited Seats Available**

To register click

<https://forms.gle/aDMDKh3ikw4UXw4c7>

**For more information :**

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