

INFORMATION ON DOCTORAL THESIS

1. Full name: Nguyen Thi Thanh Tam
2. Gender: Female
3. Date of birth: Jan 12, 1975.
4. Place of birth: Vinh city, Nghean province.
5. Admission decision number: 2387/SDH dated 29/7/2007 of the President of Vietnam National University, Hanoi.
6. Changes in academic process: Changed the Supervisor by Decision 773/QĐ-SDH dated 30/07/2010 of the Rector of University of Social Sciences and Humanities. Adjusted the thesis title according to the Resolution of The thesis evaluating Committee first round dated 20/3/2012
7. Official thesis title: Emotional intelligence of leading officials in the commune-level organizations of the political system related their communication at workplace.
8. Major: Social psychology
9. Code: Major of pilot training
10. Supervisors: Assoc. Prof. Dr. Nguyen Huu Thu
11. Summary of the new findings of the thesis:
 1. Based on reviewing some key theories on emotional intelligence (EI), the thesis has proposed the concept and the novel model of EI of Vietnam's leading officials in the commune- level organizations of the political system related their communication at workplace. It consists of four ability aspects as followed (1) The ability of perceiving and expressing emotion in communicating; (2) The ability of using emotion to support the thinking process in order to facilitate the communication process; (3) The ability of understanding and analyzing emotion in communication; (4) The ability of management of emotion to achieve management goals. The thesis has clarified the role of EI in leading, managing process.
 2. By employing the triangulation-the combination of various research methods, the thesis has reviewed and evaluated the practice of EI of leading officials in the commune-level organizations expressed in their communication at workplace and has shown some factors impacting on their EI. This has been done by the investigation of the case of Nghean province commune level leading officials.

3. The thesis has examined the correlation between EI in communication and communication ability of leading officials in the commune-level organizations of the political system.

4. The thesis has proposed some solutions to improve the EI related communication at workplace of leading officials in the commune-level organizations of the political system such as raising the awareness on the significance of EI; enhancing their capability of managing by introducing a range of skills in identifying, using, analyzing and managing emotion. The experimental results show that those methods are effective.

12. Further research directions: Studying on the relation between EI of leading officials in the commune-level organizations of the political system and their job performance and attitudes at work

13. Practical applicability: The solutions to improve the EI in communication at workplace for leading officials in the commune-level organizations of the political system can be applied in the other school and training center for officials.

14. Thesis-related publications:

1. Nguyen Thi Thanh Tam (2006), "Communication skills of leaders, managers in mobilizing collective brainpower", *Psychology* (1), pp.45-50

2. Nguyen Thi Thanh Tam (2009), "Some factors impacting working effort of officials in the government administration organization", *Information on Political Science* (1), pp.28-32.

3. Nguyen Thi Thanh Tam (2009), 'Some result of a study on the emotional intelligence of the learners at Ho Chi Minh National Political - Administrative Academy', *Psychology* (6), pp.41-46.

4. Nguyen Thi Thanh Tam (2011), "The personality of a leader, manager and the role of emotional intelligence", *Human Studies*, (3), pp.57-68

5. Nguyen Thi Thanh Tam (2011), "Emotional intelligence of leading officials in the commune-level organizations of the political system expressed in their communication", *Psychology* (10), pp.20-34.

6. Nguyen Thi Thanh Tam (2011), "Training to improve emotional intelligence of leaders and managers – A meaningful and necessary task", *Proceeding of National Science Workshop, "Psychology and Education with fundamental and comprehensive innovation of education in Vietnam"*, Hà Nội, pp.149-155.