

CERTIFICATE

OF COMPLETION

THIS IS TO CERTIFY THAT

Nataliia Yevtushenko

has successfully completed the micro-credential course

**"EMOTIONAL INTELLIGENCE
IN THE AGE OF DIGITALIZATION"**

Learning outcomes and competences

Upon successful completion of the micro-credential, the participant has demonstrated the ability to:

- explain the concept of emotional intelligence and its importance for effective communication and collaboration in the digital environment;
- apply emotionally intelligent communication skills in online interactions and digital teamwork, demonstrating empathy, active listening and respectful engagement;
- recognize psychological and ethical challenges of the digital environment, including digital stress, emotional burnout and cyberbullying;
- promote psychological well-being, inclusive communication and responsible behaviour in digital and professional communities;
- use self-regulation and emotion management strategies to adapt effectively to changes caused by digitalization in learning and professional environments.

Course details

Workload: 90 hours

Credits: 3 ECTS

Level: EQF Level 5-7

Mode of delivery: Fully online

Course period: 18 February – 22 April 2026

Director
of Karazin Banking Institute
V.N. Karazin Kharkiv National University



Anna CHKHEAILO

Date of issue: 22 April 2026

Certificate ID: 136/2026