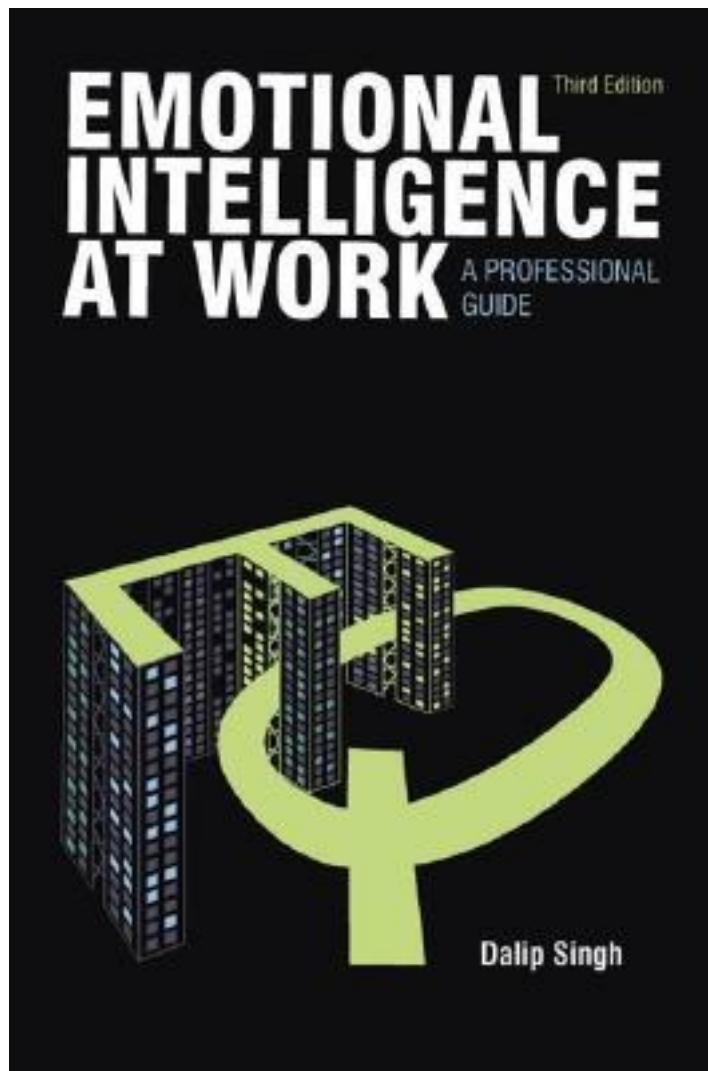


Emotional Intelligence at Work



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Access an Untapped Source of Success At long last, a book directed to the working world that acknowledges and demonstrates how managing our emotions and dealing with the feelings of others increases the bottom line. Practical, practical, practical --Rita McGlone, assistant director of executive education, The Wharton School of Business Experts now acknowledge that emotional intelligence (EI) is perhaps the most crucial determinant of success in the workplace. And unlike IQ or other traditional measures of intelligence, EI can be developed and dramatically increased. This unprecedented book demonstrates how to master the core competencies of EI, abilities that include self-motivation, high self-awareness, mood management, and emotional mentoring. In addition, it includes scores of real-world examples and dozens of practical exercises that accelerate the process, along with step-by-step approaches to mastering a variety of EI techniques.

作者介绍:

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