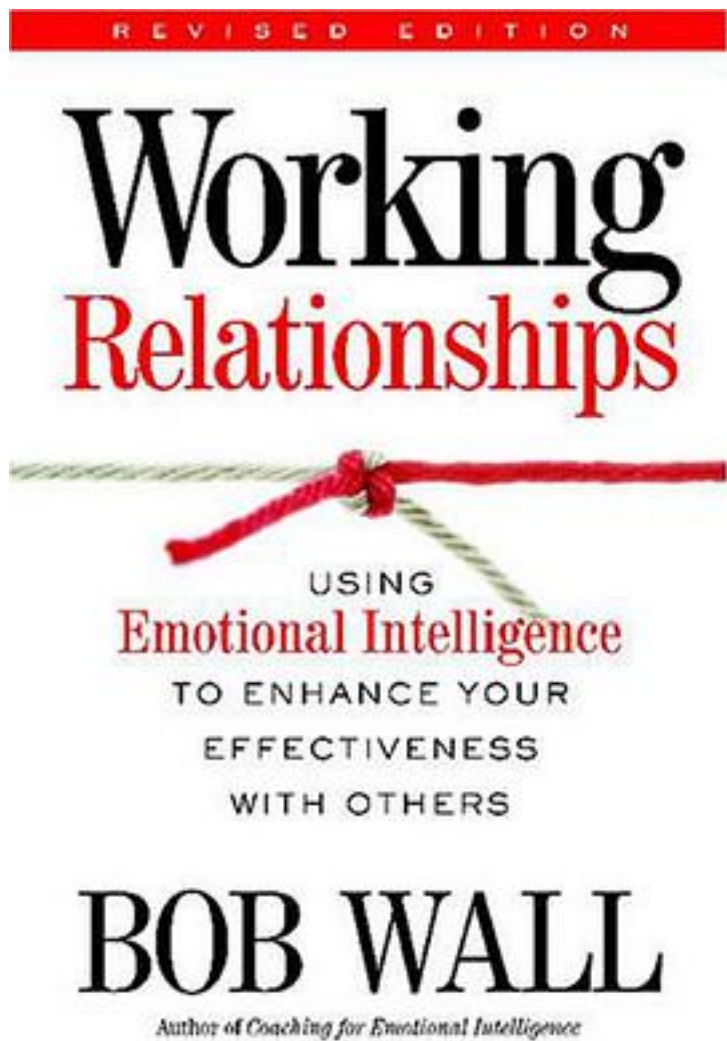


Working Relationships



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From C-level executives to front-line supervisors, the research is clear: emotional competencies are more important than training, IQ, and technical experience in determining who succeeds and fails at work. Into this exciting business arena, the revised and expanded edition of Working Relationships takes its rightful place as a classic toolkit for mastering the personal characteristics and social abilities of emotional intelligence (EQ), with new contributions that include two chapters focused exclusively in the power of EQ to influence success regardless of job type, level of education, or scope of responsibility.

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