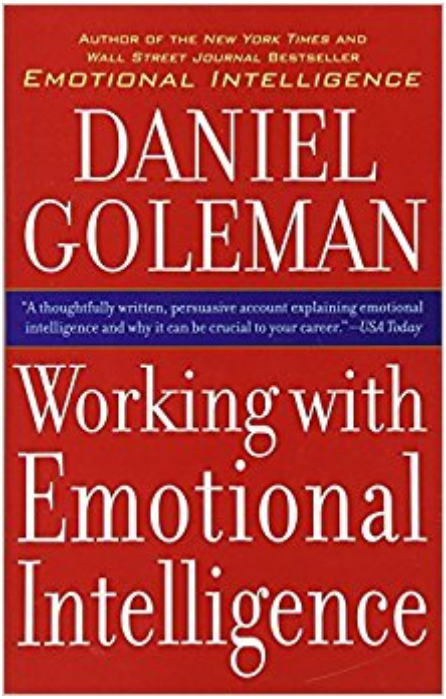
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Working With Emotional Intelligence



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Synopsis

Do you have what it takes to succeed in your career?The secret of success is not what they taught you in school. What matters most is not IQ, not a business school degree, not even technical know-how or years of expertise. The single most important factor in job performance and advancement is emotional intelligence. Emotional intelligence is actually a set of skills that anyone can acquire, and in this practical guide, Daniel Goleman identifies them, explains their importance, and shows how they can be fostered.For leaders, emotional intelligence is almost 90 percent of what sets stars apart from the mediocre. As Goleman documents, it’s the essential ingredient for reaching and staying at the top in any field, even in high-tech careers. And organizations that learn to operate in emotionally intelligent ways are the companies that will remain vital and dynamic in the competitive marketplace of todayÃ¢â ¬â •and the future.Comprehensively researched, crisply written, and packed with fascinating case histories of triumphs, disasters, and dramatic turnarounds, Working with Emotional Intelligence may be the most important business book you’ll ever read.Drawing on unparalleled access to business leaders around the world and studies in more than 500 organizations, Goleman documents an astonishing fact: in determining star performance in every field, emotional intelligence matters twice as much as IQ or technical expertise.Readers also discover how emotional competence can be learned. Goleman analyzes five key sets of skills and vividly shows how they determine who is hired and who is fired in the top corporations in the world. He also provides guidelines for training in the "emotionally intelligent organization," in chapters that no one, from manager to CEO, should miss. Working with Emotional Intelligence could prove to be the most important reference for bottom-line businesspeople in the first decades of the 21st century.

Book Information

Paperback: 400 pages
Publisher: Bantam; Reprint edition (January 4, 2000)
Language: English
ISBN-10: 0553378589
ISBN-13: 978-0553378580
Product Dimensions: 5.2 x 0.8 x 8.2 inches
Shipping Weight: 10.4 ounces (View shipping rates and policies)
Average Customer Review: 4.2 out of 5 stars 198 customer reviews
Best Sellers Rank: #16,722 in Books (See Top 100 in Books) #62 inÃ Â Books > Health, Fitness & Dieting > Mental Health > Emotions #138 inÃ Â Books > Business & Money > Skills >

Communications #256 inÃ Â Books > Business & Money > Management & Leadership > Motivational

Customer Reviews

Working With Emotional Intelligence takes the concepts from Daniel Goleman’s bestseller, Emotional Intelligence, into the workplace. Business leaders and outstanding performers are not defined by their IQs or even their job skills, but by their "emotional intelligence": a set of competencies that distinguishes how people manage feelings, interact, and communicate. Analyses done by dozens of experts in 500 corporations, government agencies, and nonprofit organizations worldwide conclude that emotional intelligence is the barometer of excellence on virtually any job. This book explains what emotional intelligence is and why it counts more than IQ or expertise for excelling on the job. It details 12 personal competencies based on self-mastery (such as accurate self-assessment, self-control, initiative, and optimism) and 13 key relationship skills (such as service orientation, developing others, conflict management, and building bonds). Goleman includes many examples and anecdotes--from Fortune 500 companies to a nonprofit preschool--that show how these competencies lead to or thwart success. Unlike IQ, emotional intelligence can keep growing--it continues to develop with life experiences. Understanding and raising your emotional intelligence is essential to your success and leadership potential. This book is an excellent resource for learning how to accomplish this. --Joan Price --This text refers to the Preloaded Digital Audio Player edition.

Applying the lessons of his bestselling study Emotional Intelligence, Goleman has found that business success stems primarily from a workforce displaying initiative and empathy, adaptability and persuasiveness?i.e., key aspects of what he defines as emotional intelligence. He presents studies that show that IQ accounts for only between 4% and 25% of an individual’s job success, whereas emotional competence (self-awareness, self-regulation and motivation) is twice as important as purely cognitive abilities in the workplace. These findings alone should shake up human resource departments that hire based on how good someone looks on paper. In sections like "Self-Mastery," "People Skills" and "Social Radar," Goleman uses anecdotes from the corporate trenches (and from his lecture tours) to isolate qualities, such as "trustworthiness" that are central to displays of emotional intelligence. These qualities, in turn, are broken down into sets of practices?"Act ethically and... above reproach

Excellent explanations and value of possessing Emotional Intelligence, and much overlooked part of human relations. Very helpful for anyone involved in sales and marketing. Everyone should read this whether they are involved in sales or not, just for the sheer knowledge it imparts. The world could be vastly improved if everyone knew and understood this little know aspect of relationships.

Maybe it is because I am a social worker that I find the content boring, obvious, and presented very laboriously. Maybe the earlier books are better or is more practical. If you need help with understanding the importance of people's personality and blending work relationships with personality and company goals, maybe this is helpful. I found it superficial and not very insightful.

It's hard to figure yourself out, let alone others too...but this book gives insight as to why people react the way they do.

A perfect continuity for everyone who has read ''Emotional Intelligence'' by the same author. If you are in the work force and holding a job, this knowledge will transform the way you understand ''working'' and will make you a happier worker. Amazing insights, backed up with scientific explanations but still easy and pleasant to read for a non-scientific mind.

ok

Great content !

THE text on EQ, from THE author on EQ.Expands on wikipedia with relatable and memorable anecdotes and applications, driving 'real' use in our lives and, ultimately, results.

I wish I was taught these ideas in the university. It's never too late in life to take the steps to become more competent emotionally.

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