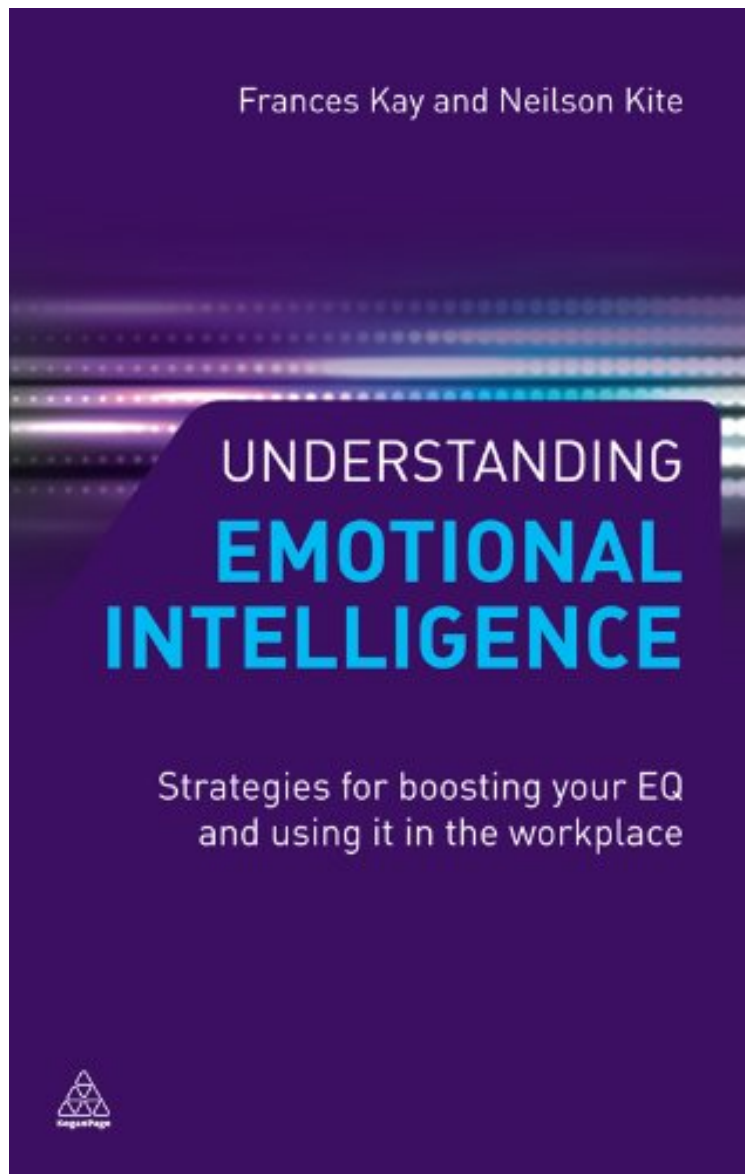


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Understanding Emotional Intelligence: Strategies for Boosting Your EQ and Using it in the Workplace

Frances Kay, Neilson Kite

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Understanding Emotional Intelligence: Strategies for Boosting Your EQ and Using it in the Workplace:

Emotional intelligence, more than IQ and technical know-how, gives a valuable competitive edge to organizations and is crucial to the success of individuals. Used to its full advantage, emotional intelligence can improve relationships with vital business contacts to achieve your desired outcomes, help you perform better at interview and job applications and improve your decision making on a day to day basis. By applying the principles of emotional intelligence to the working environment and describing familiar situations in jargon-free language, Understanding Emotional Intelligence will show you how to negotiate more effectively, develop leadership skills, develop an emotionally aware organisation, use EQ as a management strategy, manage relationships with colleagues and develop your self-confidence. Featuring ten traits of emotionally intelligent people and including advice on social networking and communication, Understanding Emotional Intelligence provides clear and realistic guidance in a common sense way, helping you to make radical changes in the way you approach people, life and work.

"...plete with examples and case studies...; a comprehensive source of insight and information...; this exploration of emotional intelligence is interesting, enjoyable, and...enlightening." --Robert Moskowitz, New York Journal of Books

About the Author Frances Kay works with organizations in the field of research and corporate development. With many years' work experience covering politics, law and the diplomatic service, she has for many years also worked on covering retirement issues. She is the author of Successful Networking and co-author of Tough Tactics for Tough Times and Understanding Emotional Intelligence.

Neilson Kite has been widely published in the media on business topics and recently undertook ground-breaking work for the United Nations' International Trade Centre and the European Union. He is a regular speaker at national and international conferences on management, marketing and communications topics. He is the co-author of Understanding NLP.