

[PDF] Working With Emotional Intelligence

Daniel Goleman - pdf download free book

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Description:

Working With Emotional Intelligence takes the concepts from Daniel Goleman's bestseller, , 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 an out of print or unavailable edition of this title.

From Publishers Weekly 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"; "respect and relate well to people from other backgrounds"?that can be internalized for improved emotional intelligence quotients by individuals looking to get ahead, or managers seeking to revitalize the staff. These repetitive-sounding checklists can at times give the book the flavor of an overworked seminar presentation. Still, embedded within the linear format that emerges are many truly illuminating facts?that the real cost of employee turnover to a company is the equivalent of one full year of employee pay, for example?that show how critically important Goleman's thesis is to today's workplace. Copyright 1998 Reed Business Information, Inc. --This text refers to an out of print or unavailable edition of this title.

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