



Emotional Intelligence at Work: A Professional Guide

Dalip Singh

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It is increasingly recognized that a person's intelligence quotient (IQ) contributes to only about twenty per cent of his/her success in life and at work. The balance eighty per cent depends largely on a person's emotional intelligence or emotional quotient (EQ). Directly related to emotional intelligence are qualities such as the ability to manage one's moods and to motivate and lead people as also to empathize with them. Using new research data, this book provides a conceptual understanding of emotional intelligence as also demonstrates how one can manage emotions through acquiring emotional, cognitive and behavioural skills. The book provides a fresh approach to maximize productivity, manage change and resolve conflicts at the workplace using emotional intelligence discusses several psychological aspects related to emotional intelligence, such as the consequences of low and high EQ, levels of EQ required for various tasks, and EQ and leadership - Provides examples of the application of EQ in organizations - Includes a unique standardized "Emotional Intelligence Test"

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Josephine Lowe:

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