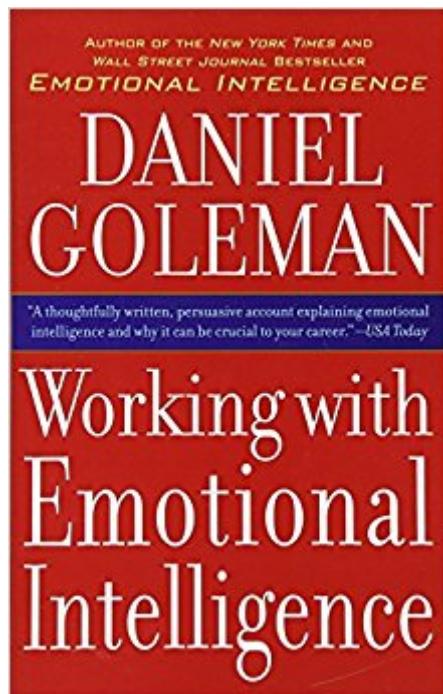


The book was found

# Working With Emotional Intelligence



## 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 today 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 in Books > Health, Fitness & Dieting > Mental Health > Emotions #138 in Books > Business & Money > Skills >

## 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 known 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.

[Download to continue reading...](#)

Emotional Intelligence: Why You're Smarter But They Are More Successful(Emotional intelligence leadership,Emotional Quotient,emotional intelligence depression,emotional intelligence workbook)

Emotional Intelligence: 3 Manuscripts - Emotional Intelligence Definitive Guide, Mastery, Complete Step by Step Guide (Social Engineering, Leadership, ... (Emotional Intelligence Series Book 4)

Emotional Intelligence: The Top Secret to Using Emotional Intelligence to Get the Most Out of Your

Life Emotional Intelligence: Why it can matter more than IQ (Leading with Emotional Intelligence)  
Emotional Intelligence: The Complete Step by Step Guide on Self Awareness, Controlling Your Emotions and Improving Your EQ (Emotional Intelligence Series Book 3) Emotional Intelligence: How to Increase EQ, Interpersonal Skills, Communication Skills and Achieve Success (emotional intelligence, emotions, how to read ... problem solving, communication Book 3) Emotional Intelligence: Develop Absolute Control Over Your Emotions and Your Life For Everlasting Success (Emotional Mastery, Fully Control Emotions) The Detrimental Effects of Emotional Abuse: How Emotional Abuse and Emotional Elder Abuse Destroy Us All Working with Emotional Intelligence Writing Classified and Unclassified Papers for National Security: A Scarecrow Professional Intelligence Education Series Manual (Security and Professional Intelligence Education Series) Ethics of Spying: A Reader for the Intelligence Professional (Security and Professional Intelligence Education Series) Readings in Medical Artificial Intelligence. The First Decade (Addison-Wesley Series in Artificial Intelligence) Humanitarian Intelligence: A Practitioner's Guide to Crisis Analysis and Project Design (Security and Professional Intelligence Education Series) The Senate Intelligence Committee Report on Torture: Committee Study of the Central Intelligence Agency's Detention and Interrogation Program Emotional Intelligence: Why It Can Matter More Than IQ Emotional Intelligence HBR's 10 Must Reads on Emotional Intelligence (with featured article "What Makes a Leader?" by Daniel Goleman)(HBR's 10 Must Reads) HBRâ™s 10 Must Reads on Emotional Intelligence Eat Q: Unlock the Weight-Loss Power of Emotional Intelligence Emotional Intelligence: 10th Anniversary Edition; Why It Can Matter More Than IQ

[Contact Us](#)

[DMCA](#)

[Privacy](#)

[FAQ & Help](#)