

## 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** Frances Kay, Neilson Kite

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 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.

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