

Working With Emotional Intelligence

Experts now acknowledge that emotional intelligence (EI) is perhaps the most crucial determinant of success in the workplace. And unlike IQ or other traditional measures of intelligence, EI can be developed and dramatically increased. This unprecedented book demonstrates how to master the core competencies of EI, abilities that include self-motivation, high self-awareness, mood management, and emotional mentoring. In addition, it includes scores of real-world examples and dozens of practical exercises that accelerate the process, along with step-by-step approaches to mastering a variety of EI techniques.· Increasing Your Emotional Intelligence· Developing High Self-Awareness· Managing Your Emotions· Motivating Yourself· Using Your Emotional Intelligence in your Relations with Others· Developing Effective Communication Skills· Developing Interpersonal Expertise· Helping Others Help Themselves

Book of readings collected by co-founders of emotional intelligence introduces theory measurement & applications of.

A penetrating analysis of the dark corners of human deception, enlivened by intriguing case histories and experiments.

Do you want to be able to persuade, influence, or empathise with people in any situation? Do you want to be able to click with people instantly? Do you want people to trust you? This new Teach Yourself Workbook doesn't just tell you what emotional intelligence is. It accompanies you every step of the way, with diagnostic tools, goal-setting charts, practical exercises, and many more features ideal for people who want a more active style of learning. The book starts by helping you identify the behaviours associated with emotional intelligence, and whether you are currently doing them. It then helps you set specific goals to improve on; as you progress through the book, you will be able to keep checking your progress against these goals. Specially created exercises, using the tools of NLP, hypnotherapy and cognitive psychology, will help you to boost your emotional intelligence so that you can reach your potential in any situation.

George Orwell's celebrated novella, *Animal Farm*, is a biting, allegorical, political satire on totalitarianism in general and Stalinism in particular. One of the most famous works in modern English literature, it is a telling comment on Soviet Russia under Stalin's brutal dictatorship based on a cult of personality which was enforced through a reign of terror. The book tells a seemingly simple story of farm animals who rebel against their master in the hope of stopping their exploitation at the hand of humans and creating a society where animals would be equal, free and happy. Ultimately, however, the rebellion is betrayed and the farm ends up in a state as bad as it was before. The novel thus demonstrates how easily good intentions can be subverted into tyranny. Orwell has himself said that it was the first book in which he had tried, with full consciousness of what he was doing, 'to fuse political purpose and artistic purpose into one whole.' The book was first published in England in 1945, and has since then remained a

favourite with readers all over the world, and has consistently been included in all prestigious bestseller lists for the past many years.

We've all heard of "IQ"...but what's "EQ?" It's "Emotional Quotient" (aka Emotional Intelligence), and experts say that EQ is a greater predictor of success at work than IQ. Companies are increasingly looking for ways to motivate and develop their employees' emotional intelligence. This book presents trainers and coaches with 50 innovative exercises to be used for either individuals or groups. The activities found in the book are grouped according to the various core competencies associated with Emotional Intelligence: * Self-Awareness and Control: an awareness of one's values, emotions, skills, and drives, and the ability to control one's emotional responses * Empathy: an understanding of how others perceive situations * Social Expertness: the ability to build relationships based on an assumption of human equality * Mastery of Vision: the development and communication of a personal philosophy The book also includes suggested training combinations and coaching tips.

In this age of social media attacks, broken commitments, and rampant corruption, a high emotional intelligence quotient, or EQ, is more important than ever. Justin Bariso brings the concept of emotional intelligence up to date and into the real world, combining scientific research with high-profile examples and personal stories. EQ, Applied teaches you how to channel your strongest feelings in a way that helps, not harms you--or others--enabling you to break down barriers and improve the quality of your relationships. You'll learn how thoughts and habits affect emotions, and how to replace bad habits with healthier ones. You'll see why even negative feedback is a gift, and when being empathetic can actually get you into trouble. Finally, you'll learn how people can use your emotions to manipulate you, and how you can guard yourself against such attempts, leading to greater mental and emotional strength. EQ, Applied gives you a set of practical tools and exercises that inspire you to be more helpful, move past resentment, and develop your more authentic self. By increasing your knowledge about emotions, you'll better understand yourself and make wiser decisions. It's time to put your emotions to work.

Emotional intelligence has been shown to be more important than other competencies in determining outstanding leadership. Emotions drive some of our most critical professional interactions--whether you're inspiring your team to higher performance, persuading your boss to see something from your point of view, dealing with difficult colleagues, or managing your own stress level. Indeed, knowing how to manage emotions has become one of the crucial criteria in hiring and promotion. This specially priced five-volume set includes books from the HBR Guide series on the topics of Emotional Intelligence, Office Politics, Dealing with Conflict, Managing Stress at Work, and Managing Up and Across. You'll learn how to: Monitor and channel your moods and reactions Determine your emotional intelligence strengths and weaknesses Deal with difficult people Understand when to resolve a conflict head-on--and when to let it go Influence

others across the organization Build supportive alliances with coworkers and colleagues Handle workplace stress in productive ways Arm yourself with the advice you need to succeed on the job with the most trusted brand in business. Packed with how-to essentials from leading experts, the HBR Guides provide smart answers to your most pressing work challenges.

With *Search Inside Yourself*, Chade-Meng Tan, one of Google's earliest engineers and personal growth pioneer, offers a proven method for enhancing mindfulness and emotional intelligence in life and work. Meng's job is to teach Google's best and brightest how to apply mindfulness techniques in the office and beyond; now, readers everywhere can get insider access to one of the most sought after classes in the country, a course in health, happiness and creativity that is improving the livelihood and productivity of those responsible for one of the most successful businesses in the world. With forewords by Daniel Goleman, author of the international bestseller *Emotional Intelligence*, and Jon Kabat-Zinn, renowned mindfulness expert and author of *Coming To Our Senses*, Meng's *Search Inside Yourself* is an invaluable guide to achieving your own best potential.

This book is open access under a CC BY-NC 3.0 IGO license. This book comprehensively covers topics in knowledge management and competence in strategy development, management techniques, collaboration mechanisms, knowledge sharing and learning, as well as knowledge capture and storage. Presented in accessible "chunks," it includes more than 120 topics that are essential to high-performance organizations. The extensive use of quotes by respected experts juxtaposed with relevant research to counterpoint or lend weight to key concepts; "cheat sheets" that simplify access and reference to individual articles; as well as the grouping of many of these topics under recurrent themes make this book unique. In addition, it provides scalable tried-and-tested tools, method and approaches for improved organizational effectiveness. The research included is particularly useful to knowledge workers engaged in executive leadership; research, analysis and advice; and corporate management and administration. It is a valuable resource for those working in the public, private and third sectors, both in industrialized and developing countries. Presents a step-by-step guide for increasing emotional intelligence through four core principles: self-awareness, self-management, social awareness, and relationship management.

In his defining work on emotional intelligence, bestselling author Daniel Goleman found that it is twice as important as other competencies in determining outstanding leadership. If you read nothing else on emotional intelligence, read these 10 articles by experts in the field. We've combed through hundreds of articles in the Harvard Business Review archive and selected the most important ones to help you boost your emotional skills—and your professional success. This book will inspire you to: Monitor and channel your moods and emotions Make smart, empathetic people decisions Manage conflict and regulate emotions within

your team React to tough situations with resilience Better understand your strengths, weaknesses, needs, values, and goals Develop emotional agility This collection of articles includes: “What Makes a Leader” by Daniel Goleman, “Primal Leadership: The Hidden Driver of Great Performance” by Daniel Goleman, Richard Boyatzis, and Annie McKee, “Why It’s So Hard to Be Fair” by Joel Brockner, “Why Good Leaders Make Bad Decisions” by Andrew Campbell, Jo Whitehead, and Sydney Finkelstein, “Building the Emotional Intelligence of Groups” by Vanessa Urch Druskat and Steve B. Wolff, “The Price of Incivility: Lack of Respect Hurts Morale—and the Bottom Line” by Christine Porath and Christine Pearson, “How Resilience Works” by Diane Coutu, “Emotional Agility: How Effective Leaders Manage Their Negative Thoughts and Feelings” by Susan David and Christina Congleton, “Fear of Feedback” by Jay M. Jackman and Myra H. Strober, and “The Young and the Clueless” by Kerry A. Bunker, Kathy E. Kram, and Sharon Ting.

Annotation.

Empathy is credited as a factor in improved relationships and even better product development. But while it’s easy to say “just put yourself in someone else’s shoes,” the reality is that understanding the motivations and emotions of others often proves elusive. This book helps you understand what empathy is, why it’s important, how to surmount the hurdles that make you less empathetic—and when too much empathy is just too much. This volume includes the work of: Daniel Goleman Annie McKee Adam Waytz This collection of articles includes “What Is Empathy?” by Daniel Goleman; “Why Compassion Is a Better Managerial Tactic Than Toughness” by Emma Seppala; “What Great Listeners Actually Do” by Jack Zenger and Joseph Folkman; “Empathy Is Key to a Great Meeting” by Annie McKee; “It’s Harder to Empathize with People If You’ve Been in Their Shoes” by Rachel Rutton, Mary-Hunter McDonnell, and Loran Nordgren; “Being Powerful Makes You Less Empathetic” by Lou Solomon; “A Process for Empathetic Product Design” by Jon Kolko; “How Facebook Uses Empathy to Keep User Data Safe” by Melissa Luu-Van; “The Limits of Empathy” by Adam Waytz; and “What the Dalai Lama Taught Daniel Goleman About Emotional Intelligence” an interview with Daniel Goleman by Andrea Ovans. How to be human at work. The HBR Emotional Intelligence Series features smart, essential reading on the human side of professional life from the pages of Harvard Business Review. Each book in the series offers proven research showing how our emotions impact our work lives, practical advice for managing difficult people and situations, and inspiring essays on what it means to tend to our emotional well-being at work. Uplifting and practical, these books describe the social skills that are critical for ambitious professionals to master.

WORKING with Emotional Intelligence: Emotional intelligence is a term that refers to the ability an individual possesses when it comes to perceiving, evaluating as well as controlling their emotions. It tends to be innate, meaning every individual is born with it. Through studies, it is thought that with certain tips

on enhancing your mind power, an individual can master the art of learning and also strengthening their emotional intelligence. There are several things that constitute a broad spectrum of emotional intelligence. When you set out to find out what it is, there are a few things that you will discover. Emotional intelligence can be used for a number of things. Mastering it can better so many facets of an individual's life. When you have mastery of it, one tends to become more self-aware. This self-awareness also translates into better self-management. The key to becoming more connected with your emotions is to ensure that whatever you are feeling, you name it appropriately. This means if you are angry, do not mistake it for sadness. Accurately identify the emotion. You should then go ahead to attribute that particular emotion with the source that caused it. This is to ensure that you do not take out your emotions on the wrong sources. The next thing would be to curb yourself from acting out because of your emotions. This helps you in fostering emotional maturity. It also enables you to identify both your strengths and your weaknesses when it comes to your emotional intelligence. Another thing that you would have to keep in mind when you are trying to understand what emotional intelligence is, would be figuring out what causes emotions in the first place. Understanding all the psychological factors that come in to play when your emotions are being formed are one way of enabling yourself to learn how to exploit those very emotions to work towards your personal development. Managing your emotions as well as your behavior in a better manner is also key to learning about emotional intelligence. This will involve improving how you self regulate yourself. You would also have to learn how to manage your frustrations in smarter ways as this would be one of the ways emotional intelligence would help you to reach the goals you have set for yourself. Interacting better with people also helps an individual in enhancing their emotional intelligence. The stronger it is, the easier you find relating to other people. It not only makes an individual more empathetic but you also start identifying better with people. One way you can try and improve it when it comes to interactions with other people is by trying to become a better listener. This enables you to connect with the emotions that they are feeling and in turn, you are better equipped at reacting to them in the appropriate manner. Having a better understanding of what is emotional intelligence will have an overall positive effect on your life. This eBook focus on Working with Emotional Intelligence! How do we work with our emotional intelligence? The world today requires us to make many critical decisions regarding personal and professional life, in a day. A businessman needs to make quick and efficient decisions about the company he leads. An investor needs to make decisions as to what firm is best to invest in at the given day and time. These are only a couple of examples of the kinds of quick decisions people sometimes need to make.

This book is dedicated to helping you explore the various components of emotional intelligence and show you how you can improve at each of them.

"...success at work is 80% dependent on emotional intelligence and only 20%

dependent on IQ," HR magazine, November 1997. If we are aware of emotions, there is the question of managing them. This needs some elaboration. We do not generally control all our emotions consciously, but we are often required to control certain emotions on certain occasions. This control of behaviour is inculcated in us while we grow up in a community. Hence, as cultured and civilized beings, we do learn to control some emotions on some occasions. However, this is part of being shaped by the society or community. We do not make conscious efforts to control extreme joy or extreme grief deliberately. The book talks practical aspects of how Emotions can be managed well.

Do you want to be more successful at work? Do you want to improve your chances of promotion? Do you want to get on better with your colleagues? Daniel Goleman draws on unparalleled access to business leaders around the world and the thorough research that is his trademark. He demonstrates that emotional intelligence at work matters twice as much as cognitive abilities such as IQ or technical expertise in this inspiring sequel.

Emotional Intelligence Does IQ define our destiny? Daniel Goleman argues that our view of human intelligence is far too narrow, and that our emotions play a major role in thought, decision making and individual success. Self-awareness, impulse control, persistence, motivation, empathy and social deftness are all qualities that mark people who excel: whose relationships flourish, who are stars in the workplace. With new insights into the brain architecture underlying emotion and rationality, Goleman shows precisely how emotional intelligence can be nurtured and strengthened in all of us. Working with Emotional Intelligence Do you want to be more successful at work? Do you want to improve your chances of promotion? Do you want to get on better with your colleagues? Daniel Goleman draws on unparalleled access to business leaders around the world and the thorough research that is his trademark. He demonstrates that emotional intelligence at work matters twice as much as cognitive abilities such as IQ or technical expertise in this inspiring sequel.

*Why do seemingly rational, intelligent people commit acts of cruelty and violence? *What are the root causes of destructive behavior? *How can we control the emotions that drive these impulses? *Can we learn to live at peace with ourselves and others? Imagine sitting with the Dalai Lama in his private meeting room with a small group of world-class scientists and philosophers. The talk is lively and fascinating as these leading minds grapple with age-old questions of compelling contemporary urgency. Daniel Goleman, the internationally bestselling author of Emotional Intelligence, provides the illuminating commentary—and reports on the breakthrough research this historic gathering inspired. Destructive Emotions Buddhist philosophy tells us that all personal unhappiness and interpersonal conflict lie in the “three poisons”: craving, anger, and delusion. It also provides antidotes of astonishing psychological sophistication--which are now being confirmed by modern neuroscience. With new high-tech devices, scientists can peer inside the brain

centers that calm the inner storms of rage and fear. They also can demonstrate that awareness-training strategies such as meditation strengthen emotional stability—and greatly enhance our positive moods. The distinguished panel members report these recent findings and debate an exhilarating range of other topics: What role do destructive emotions play in human evolution? Are they “hardwired” in our bodies? Are they universal, or does culture determine how we feel? How can we nurture the compassion that is also our birthright? We learn how practices that reduce negativity have also been shown to bolster the immune system. Here, too, is an enlightened proposal for a school-based program of social and emotional learning that can help our children increase self-awareness, manage their anger, and become more empathetic. Throughout, these provocative ideas are brought to life by the play of personalities, by the Dalai Lama’s probing questions, and by his surprising sense of humor. Although there are no easy answers, the dialogues, which are part of a series sponsored by the Mind and Life Institute, chart an ultimately hopeful course. They are sure to spark discussion among educators, religious and political leaders, parents—and all people who seek peace for themselves and the world. The Mind and Life Institute sponsors cross-cultural dialogues that bring together the Dalai Lama and other Buddhist scholars with Western scientists and philosophers. Mind and Life VIII, on which this book is based, took place in Dharamsala, India, in March 2000. Sorting out the scientific facts from the unsupported hype about emotional intelligence. Emotional intelligence (or EI)—the ability to perceive, regulate, and communicate emotions, to understand emotions in ourselves and others—has been the subject of best-selling books, magazine cover stories, and countless media mentions. It has been touted as a solution for problems ranging from relationship issues to the inadequacies of local schools. But the media hype has far outpaced the scientific research on emotional intelligence. In *What We Know about Emotional Intelligence*, three experts who are actively involved in research into EI offer a state-of-the-art account of EI in theory and practice. They tell us what we know about EI based not on anecdote or wishful thinking but on science. *What We Know about Emotional Intelligence* looks at current knowledge about EI with the goal of translating it into practical recommendations in work, school, social, and psychological contexts.

Enhance Your Emotional Intelligence Emotional intelligence is about people. And so is talent development (TD). For TD professionals to succeed, they must be comfortable with all aspects of working with people. The best tool for their success is emotional intelligence. Part of the ATD Soft Skills Series, *Emotional Intelligence in Talent Development* is your resource for developing your emotional intelligence skills. Expert Patrick Malone explains emotional intelligence and explores its five dimensions: self-awareness, self-regulation, motivation, empathy, and social skills. He examines why emotional intelligence matters to the self, to organizations, and to your business, along with the barriers you face when building these competencies. While improving your emotional

intelligence can seem daunting, Malone demonstrates that developing strong emotional intelligence is attainable by examining real-world challenges that TD professionals face. Learn how to manage the stress of constantly doing more with less; focus on one task at a time and do it well; effectively communicate your message; and identify and address conflict. Included are reflection questions and exercises to practice and test your development. Other books in the series: • Adaptability in Talent Development • Creativity in Talent Development • Teamwork in Talent Development • Influence in Talent Development

" ?Do you want to be able to persuade, influence, or empathise with people in any situation? Do you want to be able to click with people instantly? Do you want people to trust you? This new Teach Yourself Workbook doesn't just tell you what emotional intelligence is. It accompanies you every step of the way, with diagnostic tools, goal-setting charts, practical exercises, and many more features ideal for people who want a more active style of learning. The book starts by helping you identify the behaviours associated with emotional intelligence, and whether you are currently doing them. It then helps you set specific goals to improve on; as you progress through the book, you will be able to keep checking your progress against these goals. Specially created exercises, using the tools of NLP, hypnotherapy and cognitive psychology, will help you to boost your emotional intelligence so that you can reach your potential in any situation.?"

This book is a collection of the author's writings, previously published in the Harvard Business Review and other business journals, on leadership and emotional intelligence. The material has become essential reading for leaders, coaches and educators committed to fostering stellar management, increasing performance, and driving innovation. The collection reflects the evolution of Dr. Goleman's thinking about emotional intelligence, tracking the latest neuroscientific research on the dynamics of relationships, and the latest data on the impact emotional intelligence has on an organization's bottom-line. --

A 25th anniversary edition of the number one, multi-million copy international bestseller that taught us how emotional intelligence is more important than IQ - 'a revolutionary, paradigm-shattering idea' (Harvard Business Review) Featuring a new introduction from the author Does IQ define our destiny? In his groundbreaking bestseller, Daniel Goleman argues that our view of human intelligence is far too narrow. It is not our IQ, but our emotional intelligence that plays a major role in thought, decision-making and individual success. Self-awareness, impulse control, persistence, motivation, empathy and social deftness: all are qualities that mark people who excel, whose relationships flourish, who can navigate difficult conversations, who become stars in the workplace. With new insights into the brain architecture underlying emotion and rationality, Goleman shows precisely how emotional intelligence can be nurtured and strengthened in all of us.

A new integration of Goleman's emotional, social, and ecological intelligence Hopeful, eloquent, and bold, Ecoliterate offers inspiring stories, practical guidance, and an exciting new model of education that builds - in vitally important ways - on the success of social and emotional learning by addressing today's most important ecological issues. This book shares stories of pioneering educators, students, and activists engaged in issues related to food, water, oil, and coal in communities from the mountains of Appalachia to a small village in the Arctic; the deserts of

New Mexico to the coast of New Orleans; and the streets of Oakland, California to the hills of South Carolina. Ecoliterate marks a rich collaboration between Daniel Goleman and the Center for Ecoliteracy, an organization best known for its pioneering work with school gardens, school lunches, and integrating ecological principles and sustainability into school curricula. For nearly twenty years the Center has worked with schools and organizations in more than 400 communities across the United States and numerous other countries. Ecoliterate also presents five core practices of emotionally and socially engaged ecoliteracy and a professional development guide.

The author of the breakthrough best-seller *Emotional Intelligence* demonstrates that emotional and social skills are more important than IQ in determining an individual's success in today's business world. 200,000 first printing.

An exploration of what lies behind our problematic behavioural patterns in the workplace and how we can overcome them.

#1 BESTSELLER • The groundbreaking book that redefines what it means to be smart, with a new introduction by the author “A thoughtfully written, persuasive account explaining emotional intelligence and why it can be crucial.”—USA Today Everyone knows that high IQ is no guarantee of success, happiness, or virtue, but until *Emotional Intelligence*, we could only guess why. Daniel Goleman's brilliant report from the frontiers of psychology and neuroscience offers startling new insight into our “two minds”—the rational and the emotional—and how they together shape our destiny. Drawing on groundbreaking brain and behavioral research, Goleman shows the factors at work when people of high IQ flounder and those of modest IQ do surprisingly well. These factors, which include self-awareness, self-discipline, and empathy, add up to a different way of being smart—and they aren't fixed at birth. Although shaped by childhood experiences, emotional intelligence can be nurtured and strengthened throughout our adulthood—with immediate benefits to our health, our relationships, and our work. The twenty-fifth-anniversary edition of *Emotional Intelligence* could not come at a better time—we spend so much of our time online, more and more jobs are becoming automated and digitized, and our children are picking up new technology faster than we ever imagined. With a new introduction from the author, the twenty-fifth-anniversary edition prepares readers, now more than ever, to reach their fullest potential and stand out from the pack with the help of EI. 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.

Working With Emotional Intelligence Bantam

An accessible, how-to guide that brings focus to the unique skills that comprise emotional intelligence and incorporate these tools into your life. **EMOTIONAL INTELLIGENCE: THE #1 PREDICTOR OF PROFESSIONAL SUCCESS AND PERSONAL EXCELLENCE** In today's fast-paced world of competitive workplaces and chaotic personal lives, each of us is searching for effective tools that can make our schedules, behaviors, and relationships more manageable. The *Emotional Intelligence Quickbook* shows us how understanding and utilizing emotional intelligence can be the key to exceeding our goals and achieving our fullest potential. Authors Bradberry and Greaves use their years of experience as emotional intelligence researchers, consultants, and speakers to revitalize our current understanding of

emotional intelligence. They have combined their latest research on emotional intelligence with a quick, easy-to-use format and cut-to-the-chase information to demonstrate how this other kind of "smart" helps us to decrease our stress, increase our productivity, understand our emotions as they happen, and interact positively with those around us. The Emotional Intelligence Quickbook brings this concept to light in a way that has not been done before -- making EQ practical and easy to apply in every aspect of our daily lives. The Quickbook will help you to: -Engage the four unique areas of EQ: self-awareness, self-management, social awareness, and relationship management -Increase your EQ through the use of these skill-building techniques -Apply your EQ at work to develop leadership skills and improve teamwork, making you a better manager and a more desirable employee -Practice your EQ outside the office environment to benefit your relationships with loved ones, making you a better partner and parent -Access the link between your EQ and your physical well-being to improve your overall health -Measure your current EQ through access to the authors' bestselling online Emotional Intelligence Appraisal

Fundamental frameworks for emotional intelligence and how to apply them every day.

According to research by Daniel Goleman, emotional intelligence has proved to be twice as important as other competencies in determining outstanding leadership. It is now one of the crucial criteria in hiring and promotion processes, performance evaluations, and professional development courses. And it's not innate--it's a skill that all of us can improve. With this double volume you'll get HBR's 10 Must Reads on Emotional Intelligence and the HBR Guide to Emotional Intelligence. That's 10 definitive HBR articles on emotional intelligence by Goleman and other leaders in the field, curated by our editors--paired with smart, focused advice from HBR experts about how to implement those ideas in your daily work life. With Everyday Emotional Intelligence, you'll learn how to: Recognize your own EQ strengths and weaknesses Regulate your emotions in tough situations Manage difficult people Build the social awareness of your team Motivate yourself through ups and downs Write forceful emails people won't misinterpret Make better, less emotionally biased decisions Help an employee develop emotional intelligence Handle specific situations like crying at work and tense communications across different cultures

How to be human at work. HBR's Emotional Intelligence Series features smart, essential reading on the human side of professional life from the pages of Harvard Business Review. Each book in the series offers proven research showing how our emotions impact our work lives, practical advice for managing difficult people and situations, and inspiring essays on what it means to tend to our emotional well-being at work. Uplifting and practical, these books describe the social skills that are critical for ambitious professionals to master. This specially priced four-volume set includes Happiness, Resilience, Mindfulness, and Empathy.

The groundbreaking bestseller that redefines intelligence and success Does IQ define our destiny? Daniel Goleman argues that our view of human intelligence is far too narrow, and that our emotions play major role in thought, decision making and individual success. Self-awareness, impulse control, persistence, motivation, empathy and social deftness are all qualities that mark people who excel: whose relationships flourish, who are stars in the workplace. With new insights into the brain architecture underlying emotion and rationality, Goleman shows precisely how emotional intelligence can be nurtured and strengthened in all of us.

The Heinemann Plays series offers contemporary drama and classic plays in durable classroom editions. Many have large casts and an equal mix of boy and girl parts. This play is a dramatization of Daniel Keyes's story about a retarded adult who desperately wants to be able to read and write.

The hidden brain is the voice in our ear when we make the most important decisions in our lives—but we're never aware of it. The hidden brain decides whom we fall in love with and

whom we hate. It tells us to vote for the white candidate and convict the dark-skinned defendant, to hire the thin woman but pay her less than the man doing the same job. It can direct us to safety when disaster strikes and move us to extraordinary acts of altruism. But it can also be manipulated to turn an ordinary person into a suicide terrorist or a group of bystanders into a mob. In a series of compulsively readable narratives, Shankar Vedantam journeys through the latest discoveries in neuroscience, psychology, and behavioral science to uncover the darkest corner of our minds and its decisive impact on the choices we make as individuals and as a society. Filled with fascinating characters, dramatic storytelling, and cutting-edge science, this is an engrossing exploration of the secrets our brains keep from us—and how they are revealed.

Daniel Goleman explains what we now know about the brain basis of emotional intelligence, in clear and simple terms. This book will deepen your understanding of emotional intelligence and enhance your ability for its application. You will learn the most recent findings that explain: The Big Question being asked, particularly in academic circles: "Is there such an entity as 'emotional intelligence' that differs from IQ?"; the neural dynamics of creativity; the brain states underlying optimal performance, and how to enhance them; the social brain: rapport, resonance, and interpersonal chemistry; brain 2.0: our brain on the web; neural lessons for coaching and enhancing emotional intelligence abilities.

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