



The EQ Edge: Emotional Intelligence and Your Success (Jossey-Bass Leadership Series - Canada)

Steven J. Stein, Howard Book

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A FULLY REVISED AND UPDATED EDITION OF THE INTERNATIONAL BESTSELLER What does it take to be a firefighter? Fighter pilot? Top of the heap in the sales department? A brilliant customer service advisor? Esteemed and respected corporate leader? What does it take to get ahead? To separate yourself from the competition? Lead a less stressful existence? To be fulfilled in personal life and professional pursuits? What is the most important dynamic of your makeup? Is it your AQ intelligence quotient? Or EQ emotional quotient? If you picked "A", you are partly correct. Your intelligence quotient can be a predictor of things such as academic achievement. But it is fixed and unchangeable. The real key to personal and professional growth, and happiness, is your emotional quotient, which you can nurture and develop. The EQ Edge, by Steven J. Stein and Howard E. Book, shows you how the dynamic of emotional intelligence works. By understanding EQ, you can build more meaningful relationships, boost your confidence and optimism, and respond to challenges with enthusiasm--all of which are essential ingredients of success. The book features case studies and fascinating--and surprising--insights into EQ and the workplace. As an HR or line manager, this book will help you determine which personnel are the right fit for job opportunities and who among your staff will be the most promising leaders and drivers of your business. And because CEOs to front-line workers also have other roles--parent, spouse, caregiver to aging parents, neighbor, friend--The EQ Edge also describes how everyone can be more successful in these relationships. "Finally, a practical and useable guide to what emotional intelligence is all about. This book peels the onions on what EQ really is and teaches the reader to assess their own EQ and how to increase it. This is the holy grail for career success." -Michael Feiner, Professor, Columbia Graduate School of Business and author of The Feiner Points of leadership

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