



Emotional Intelligence at Work: A Professional Guide (Response Books)

Dalip Singh

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Emotional Intelligence or Emotional Quotient (EQ) is increasingly being recognized as a key determinant to professional success in today's high-stress environment. This third, thoroughly revised edition of an highly acclaimed book is an essential guide to recognize, understand and manage emotions. The author describes emotional intelligence as consisting of three psychological dimensions— emotional sensitivity, emotional maturity and emotional competency—which motivate individuals to maximise productivity, manage change and resolve conflicts. A special feature of the book is the references to work done in India, leading to conclusions applicable to the Indian work culture.

The unique features of the third edition include:

- New knowledge assimilated after extensive empirical research
- Practical solutions through real-life case studies
- Practical exercises on how to develop
- Recommendations on how to manage emotional upsets, control anger, develop high self-esteem and empathise with others.

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