



Emotional Intelligence for Managing Results in a Diverse World: The Hard Truth About Soft Skills in the Workplace

Anita Rowe, Lee Gardenswartz, Jorge Cherbosque

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Encountering generational, cultural, language and behavioral differences in today's global workplace occurs nearly every hour of every day. From here to Dubai or in the conference room down the hall, anger and frustration come easily when others don't do things our way, follow directions, or respond the way we think they should. And when emotions manage workplace relationships, conflict, disengagement and low morale result. Answering the call for fresh insight into what it takes to effectively manage in this complex landscape, Emotional Intelligence for Managing Results in a Diverse World brings together a unique combination - the key principles of emotional intelligence and the fundamentals of diversity and difference. With practical how-tos, action tips, assessment tools and plenty of workplace examples, this cohesive system offers managers, supervisors, team leaders and human resource professionals a proven framework and actionable strategies for developing the critical competencies needed for success: empathy, cross-cultural communication and conflict resolution skills that produce hard results in business. Emotional Intelligence for Managing Results in a Diverse World delivers a proven approach to capturing and using the energy of emotions to bridge difference, turn difficult relationships into satisfying ones and create a healthier workplace and a more effective organization

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