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Nota di contenuto	About the author -- Acknowledgements -- Why you need to read this book -- Introduction -- Structure of the book -- The seven steps to emotional agility (ea) -- Step one: the real you -- Step two: how do you feel and why does it matter? -- Step three: becoming aware of others -- Step four: understanding the emotions -- Step five: managing your own emotions -- Step six: managing the emotions of others -- Step seven: creating awareness -- Emotional agility in action -- Using ea for difficult performance appraisals -- How to motivate a disengaged team using ea -- Using ea to enhance creativity and innovation -- Managing change using ea -- Becoming a more effective and influential leader using the seven steps of ea -- Conclusion -- Appendices -- References -- Index.