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Nota di contenuto	Cover -- Title Page -- Copyright -- Contents -- About the author -- Acknowledgements -- Introduction -- Part 1 Understand emotions -- Chapter 1 Emotions and emotional intelligence -- Chapter 2 How emotionally intelligent are you? -- Chapter 3 Beliefs and assumptions about emotions -- Chapter 4 Identify and understand emotions -- Chapter 5 Nonverbal emotions -- Chapter 6 Manage your emotions -- Chapter 7 Manage other people's emotions -- Part 2 Manage emotions -- Chapter 8 Persuade and influence -- Chapter 9 Delegate -- Chapter 10 Cut your losses -- Chapter 11 When you don't like someone -- Chapter 12 When you are angry -- Chapter 13 The power of the positive -- Chapter 14 Procrastination and guilt -- Chapter 15 Give bad news -- Conclusion -- References -- Index.
Sommario/riassunto	Drive your emotions – don't let them drive you! We all know people who are brilliant at managing their emotions. They never get overwhelmed in difficult situations; they are great decision makers; they know when to use their intuition and they express empathy, compassion and understanding towards other people. But most of all, they are excellent communicators. Want to be like this? Understanding Emotional Intelligence shows you how. · Understand how emotions work and how to use them effectively · Know how to build rapport and motivate others · Influence and persuade; leave a positive, lasting impression

