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Sommario/riassunto	Joyce Fletcher's research shows that emotional intelligence and relational behavior are often viewed as inappropriate because they collide with powerful, gender-linked images. This study of female design engineers has profound implications for attempts to change organizational culture. Joyce Fletcher's research shows that emotional intelligence and relational behavior are often viewed as inappropriate because they collide with powerful, gender-linked images. Fletcher describes how organizations say they need such behavior and yet ignore it, thus undermining the possibility of radical change. She shows why the "female advantage" does not seem to be benefit women employees or organizations. She offers ways that individuals and organizations can make visible the invisible work.

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