







Δ



5











"The interest in emotional intelligence in the workplace stems from the widespread recognition that these abilities – self-awareness, self-management, empathy and social skill – separate the most successful workers and leaders from the average. This is especially true in roles like the professions and higher level executives, where everyone is about as smart as everyone else, and how people manage themselves and their relationships gives the best and edge."

Daniel Goleman

genos



11







