



The EQ Difference: A Powerful Plan for Putting Emotional Intelligence to Work

By Adele B. Lynn

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Co-published with SHRM.

Emotional Intelligence (EI) is a strong indicator of individual, team, and organizational success. But stocking up on emotionally intelligent employees isn't enough: you need a concrete plan for putting this valuable resource to work. The EQ Difference offers an array of self-assessment tools and team-focused exercises that will help increase and leverage emotional intelligence both in individuals and in groups. It's filled with practical tips and suggestions for developing your own ""emotional quotient,"" as well as that of your peers, employees, and even senior executives.

Featuring real workplace examples, Letters to Leaders, and excerpts from actual performance reviews that show the positive impact of EI in a variety of environments, The EQ Difference will help your organization achieve greater productivity, higher morale, and better employee retention -- all keys to stronger bottom line results.

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"With her exceptional insights into how to nurture your emotional intelligence, Adele Lynn provides specific, practical suggestions to help maximize one's potential to perform to the fullest. Everyone can benefit from *The EQ Difference*."--**Tony Alessandra, PhD, author of *The Platinum Rule* and *Charisma***

"Using a delicious mixture of pragmatism and passion, *The EQ Difference* delivers a terrific recipe for relationship success in the workplace. Chock full of answers, anecdotes and activities, the book provides valuable tools for greater productivity and results."--**Chip R. Bell, author of *Magnetic Service***

"If this book had been available when I was a CEO, it would have been mandatory reading for all of our company. Adele explains in simple terms some valuable concepts and then provides effective tools for people to change their behavior and produce better results."--**Jim Cederna, Cederna International, former President and CEO, Calgon Carbon Corporation**"

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