DESCRIPTION

Since the late 1990s, MHS has administered an emotional intelligence (EQ-i) test to over one million people in 56 countries and has consequently built the world's most comprehensive data bank on EQ-i. The analysis clearly indicates strong links between emotional intelligence and proven success in people's personal and professional lives. This book shows how EQ-i can be determined and effectively improved upon on an individual basis. Case studies in the book show how EQ-i has predicted and assisted in the success of people in a wide variety of fields, from the military to professional sports, from bankers and doctors to collection agents, teachers and journalists. Only in recent years have psychologists begun to appreciate the powerful links between emotional intelligence and a greater, more satisfying and well-rounded definition of success that embraces the workplace, marriage and personal relationships, social popularity and well-being.

A person's Intelligence Quotient (IQ) cannot predict success in life. EQ-i, on the other hand, has been proven to be directly responsible for between 27 and 45 percent of job success. Obviously, from an HR and individual perspective, understanding EQ is a very significant tool. For people looking to have greater career success, or happier and healthier relationships, learning how to improve their emotional intelligence skills, as through this best-selling book, is the very necessary and significant step they must take.

In this revised and updated edition, the authors introduce self-confidence as a new factor under Self-awareness, and explore this new facet of emotional intelligence and the critical role it plays in the way we relate to others and our ability to make decisions. There are new stories and case studies, including a profile of American hero Captain "Sully" Sullenberger as well as an in-depth look at demanding and stressful occupations such as air force pilots and the role emotional intelligence plays in exceptional circumstances.
and events. There is also a chapter on the Emotional Intelligence Skills Assessment and how it has been developed to help people and organizations assess their level of emotional intelligence skills and apply actionable strategies to build on skills as needed.

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**ABOUT THE AUTHOR**

**Steven J. Stein**, Ph.D., is a clinical psychologist and founder and CEO of Multi-Health Systems Inc., a leading psychological test publishing company. He is a former assistant professor in the psychiatry department at the University of Toronto and former adjunct professor at York University. He is the author of *Emotional Intelligence for Dummies, Make Your Workplace Great*, and *EISA*, the Emotional Intelligence Skills Assessment.

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