



# Working Relationships: Using Emotional Intelligence to Enhance Your Effectiveness with Others

*Bob Wall*

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**Working Relationships: Using Emotional Intelligence to Enhance Your Effectiveness with Others** Bob Wall

Become a master of emotional intelligence with the revised edition of Working Relationships, a cutting-edge toolkit for learning to manage conflict and developing teamwork. Bob Wall addresses the importance of emotional competencies while adding fresh insight and a new focus on the power emotional intelligence (or EQ) has to influence lives and careers. Through a powerful EQ lens, he reexamines the core competencies needed to handle difficult conversations and build the solid network of professional relationships so critical to getting things done in today's complex organizations. Packed with more than 30 worksheets and tools, including seven new exercises on EQ, Working Relationships profiles L'Orçal, Bell Labs, the U.S. Air Force, and other business leaders to illustrate the compelling results organizations and individuals have achieved by putting EQ to work in the workplace.



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