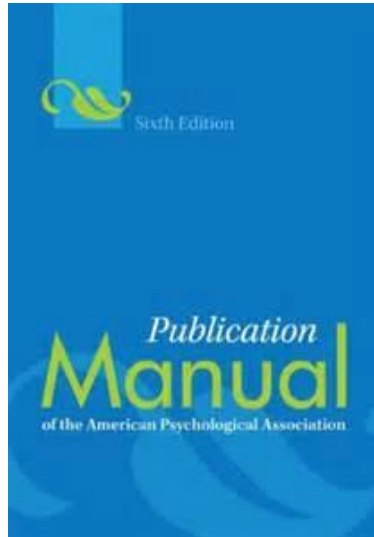


CORPORATE TRAINING

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Corporate Training

Today, managers need well-trained employees and are finding they do not exist.

Corporations are, therefore, providing additional training for their employees. One such training program that is being added to corporate learning environments is an awareness of emotional intelligence. Business managers are learning that successful managers need high Emotional Quotient (EQ) or Emotional Intelligence (EI) to work effectively. Emotional intelligence is the ability to accurately perceive emotions in self and others, to identify different emotional responses, and to use emotional information to make intelligent decisions (Goleman, 2000). A leading expert on EQ finds that “people good at managing relationships tend also to be self-aware, self-regulating, and empathetic” (Goleman, 2000, p. 33). Emotional intelligence is especially important “at the highest levels of the company, where differences in technical skills are of little importance. In other words, the higher the rank of the person, the more emotional intelligence capabilities are needed for decision making effectiveness” (Goleman, 1986, p. 94).

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Emotional intelligence is crucial to a successful business career and for effective group performance (Goleman, 1986). The core competencies required for emotional intelligence are “the perception of emotions in one’s self and others, the understanding of these emotions, and the management of emotions” (Feldman, 2001, ¶ 4). Success in the modern workplace requires teamwork and communication. Emotional Intelligence training is essential since most modern

This is not a direct quote but paraphrased

This is a direct quote complete with quotation marks so the writer must provide needs to direct readers to direct

companies rely on teams of employees working together, rather than on the action of individual managers working in isolation (Ganzel, 2001).

Several accredited universities are delivering EQ training. Grossman states:

A current trend in education is to teach students about how their emotional intelligence can have a positive or negative effect on their career. Many universities are now offering courses in interpersonal relationship and emotional intelligence in an attempt to prepare students to be leaders. Leaders cannot lead in isolation, and an educational delivery system that features team building and collaboration are growing by the numbers. (2000, ¶ 48)

This is an example of a block quote (40 or more words. Each line is indented 5 spaced and does not have quotation marks See pg 92, APA, 6<sup>th</sup> edition

Emotional intelligence skills are a crucial component for a successful career in business.

We live in a time of rapid change and in a world of diversity. The modern business environment requires managers to have highly functioning intrapersonal, interpersonal, and group skills.

Emotional Intelligence is important today, and will be even more important in the future. As more employees master emotional intelligence skills, a higher functioning group emotional

intelligence should emerge. In response to this higher group EI, individual employees will need to keep refining their EI skills (Tucker, 2000).

Paraphrased, no page # or para required

Do not underline. APA, 6<sup>th</sup> edition requires italicize

Do not bold title or underline. Center the word 'references' on the page

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