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Rochester General Hospital Edition

OCTOBER 2007

Emotional Intelligence in the Workplace

Emotional Intelligence (EI) describes a capacity or skill to perceive and manage one's own emotions or the emotions of others or that of groups. The emotionally intelligent person is able to contain their emotions, even negative ones. Emotional intelligence incorporates self regulation, self awareness, empathy and active listening. All of these skills are essential factors in determining not only success at work but in life. If you would like copies of any of these articles, or if you would like further information on this topic, please contact any Library staff member.

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