



# THE MIDWEST BOOK REVIEW

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## The Business Shelf

Emotional Intelligence for Managing Results in a Diverse World

Lee Gardenswartz, Jorge Cherbosque and Anita Rowe

Davies-Black Publishing

1055 Joaquin Road, 2nd Floor, Mountain View, CA 94043

9780891062554, \$32.95 [www.daviesblack.com](http://www.daviesblack.com)

Emotional Intelligence has long been valuable in predicting management and leadership success, but isn't enough to solve workplace differences. This guide offers fresh insights into how to manage business ambiguity, blending evidence from groups across America with hands-on exercises, checklists, and assessment tools blending key principles of EQ with issues of diversity and conflict. Managers and team leaders alike – and any business library catering to them – will discover chapters filled with useful, important tips.