

# Contents

About EQ-i 2.0	ix
Preface	xi
Acknowledgments	xiii
Introduction	1
<b>Part I: The EQ Explosion</b>	
Chapter 1: Exploring Emotional Intelligence	11
Chapter 2: The Airport and the ABCDEs	33
<b>Part II: The Self-Perception Realm</b>	
Chapter 3: Emotional Self-Awareness	53
Chapter 4: Self-Regard	68
Chapter 5: Self-Actualization	76
<b>Part III: The Self-Expression Realm</b>	
Chapter 6: Emotional Expression	89
Chapter 7: Independence	96
Chapter 8: Assertiveness	105

## viii | Contents

<b>Part IV:</b>	<b>The Interpersonal Realm</b>	
Chapter 9:	Interpersonal Relationships	125
Chapter 10:	Empathy	134
Chapter 11:	Social Responsibility	147
<b>Part V:</b>	<b>The Decision-Making Realm</b>	
Chapter 12:	Reality Testing	159
Chapter 13:	Problem Solving	166
Chapter 14:	Impulse Control	175
<b>Part VI:</b>	<b>The Stress-Management Realm</b>	
Chapter 15:	Flexibility	187
Chapter 16:	Stress Tolerance	196
Chapter 17:	Optimism	208
<b>Part VII:</b>	<b>General Well-Being</b>	
Chapter 18:	Happiness	219
<b>Part VIII:</b>	<b>Putting It All Together</b>	
Chapter 19:	The Star Performers	233
Chapter 20:	More Star Performers	258
Chapter 21:	The EQ Research Continues	278
Chapter 22:	Emotional Intelligence as Ability	294
Appendix A:	The EQ-i 2.0	305
Appendix B:	EQ and Work Success	313
Appendix C:	The Emotional Intelligence Skills Assessment (EISA)	319
Endnotes		323
Index		343