

References & Recommended Reading

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Cherry, Kendra (2019) *Utilizing Emotional Intelligence in the Workplace*

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Hasson, Gill (2016) *IQ vs EQ: Measuring Emotional Intelligence in the Workplace*

Thorp, Tris (2017) *Effective Communication: Building Rapport in the Workplace*

Colman A (2008). *A Dictionary of Psychology (3 ed.)*.

Beldoch, Michael; Davitz, Joel Robert (1976). *The Communication of Emotional Meaning*

Goleman, D. (1998) *What makes a Leader?* Harvard Business Review