

Phillip W. Bowen

Emotional intelligence: Does it really matter?

A guide to coping with stressful experiences

COGNITIVE SCIENCE AND PSYCHOLOGY

About the author

Phil W. Bowen holds a PhD in emotional intelligence and has built a career working for local government and laterally as a university lecturer in human resource management and organisational behaviour. He continues to write academic journal articles and presents at conferences. He is a passionate lifelong learner and is fascinated by organisational/individual behaviour and how emotional intelligence can help improve the way people cope with work/life challenging experiences and demands. He lives in the UK with his wife.

Summary

What really is emotional intelligence? This book, aimed primarily at the university academic and those working and/or studying in higher education, seeks to help readers understand the term and the role emotional intelligence plays in education and business. It clearly identifies and critiques the three main models: the ability model (Salovey and Mayer), the mixed Model (Goleman, Bar-On) and the trait model (Petrides and Furnham). It discusses eustress, distress and chronic stress, reflecting on the effects negative types of stress can have on the human body, demonstrating how the modern workplace can lead to burnout. It emphasizes the importance of a healthy work/life balance while acknowledging the demands and pressures placed on organisations to compete within the global marketplace.

It also explores how one may understand and process emotions, considering terms such as “learned optimism” and “learned helplessness”. Room for discussion is also given to the influence of bullying and harassment in the workplace and types of therapy that are presently available. It discusses strategies for coping with challenging experiences, providing anecdotes and case studies from university academics. It also considers how personality relates to emotional intelligence and how people cope with challenging experiences. The book delves into the term “intelligence”, showing how theories surrounding the concept have developed over the twentieth century; and it elucidates the link between emotional intelligence and wellbeing. The author discusses the effect stress can have on human telomeres (thus shortening lifespan) and sheds light on the darker sides of human nature, such as the so-called “dark triad” personality traits (psychopathy, narcissism and Machiavellian behaviour). Overall, the book is dedicated to the vital question: “Emotional intelligence: does it really matter?”

EMOTIONAL INTELLIGENCE

DOES IT REALLY MATTER?

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by Phillip W. Bowen

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