



**To purchase the book and arrange a program, contact Susan Schubert at 614-864-5111, [SusanSays@Diversity-Matters.net](mailto:SusanSays@Diversity-Matters.net)**

*“We are wired to connect ... our brain’s very design makes it sociable ... whenever we engage with another person.” – **Social Intelligence** by Daniel Goleman*

**Description:**

This book will help you learn how to build better interpersonal relationships by providing guidelines on how to manage your reactions and how to raise your level of emotional intelligence in a constructive manner. New material in the revised edition includes results from the latest research as well as insight from additional resources on emotional and social intelligence.

**The major enhancement to the first edition is the inclusion of diversity skills with emotional intelligence.** As work-force demographics of U.S.-based as well as international companies change, everyone faces complex challenges with customers and associates. For example, a report by The Novations Group Research on the relationship between diversity and the visual interpretation of emotions emphasizes the importance of adapting across cultures.

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