



## Emotional Intelligence

By D. Janis Bibiyana

LAP Lambert Academic Publishing Jun 2015, 2015. Taschenbuch. Book Condition: Neu. 220x150x16 mm. This item is printed on demand - Print on Demand Neuware - A banking institution is indispensable in a modern society. It plays a pivotal role in the economic development of a country and forms the core of the money market in an advanced country. Role of managers is vital in leading banks successfully. The job performance of managers will reflect the financial performance of banks. To be a successful performer, Bank managers need to be: able to lead, motivate and relate well to people, a good judge of character, able to work in a team, good listeners, disciplined and methodical, positive and tactful, honest and responsible, calm and able to accept criticism. In human resource development, the recent emphasis is on management development. Management is the process of influencing behaviour of others to work willingly and enthusiastically for achieving predetermined goals. In the latest trend not only Intelligent Quotient (IQ), Emotional Quotient (EQ) is also needed to be a successful manager. Even though the persons in managerial position having lot of qualities, without EI, they can't be successful in their career. EI dominates other qualities. This...



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