



LEADERSHIP IN A CHANGING WORLD

HOW TO SUCCEED WHERE OTHERS HAVE FAILED

Drawing on a 2008 study undertaken by the Chartered Management Institute (CMI), Derek Dann briefly explores the crucial skills required by managers in the coming decade: coaching, motivating, connecting with dispersed staff and applying Emotional Intelligence (EI). He suggests three EI-based measures that need to be adopted now and positions organisational climate as the best platform for personal and organisational success.

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