REFERENCES


4. American Psychological Association, Montreal, Quebec, Canada, September 1-5. (ERIC Document195324).


15. Berenson, R., Boyles, G. and Weaver, A. “Emotional Intelligence as a Predictor of Success in Online Learning”, The International Review of Research in Open And Distance Learning, Article 9.2.7., Vol. 9, No. 2, 2008.


42. Finn, R. “A synthesis of current research on management competencies”, Henley- Thames, Henley Management College, 1983.


48. Giesecke, “Emotional Intelligence”, Digital Commons @ University of Nebraska - Lincoln.


64. Hindustan Times, 2006, ‘Talent shortage haunts India Inc.’, 9 November.


68. James Parker, D.A., Ronald Creque, E., David Barnhart, L., Jan Irons Harris, Sarah Majeski, A., Laura Wood, M., Barbara Bond, J. and Marjorie Hogan, J., “Academic achievement in high school: does


156. www.businessdictionary.com/definition/competence.html#ixzz1xBVrZxW8

157. www.offshoringtimes.com/Pages/2006/BPO_news1334