REFERENCES
References:


McClelland. (1999). At International Beverage, division leaders who honed their EI skills exceeded their performance targets by over 15%, while their peers who didn't develop EI competencies fell short of their targets by 15%. In website http://www.xleaders.com/Examples.htm


Roberts, Regina. (2002): *An Empirical study of Emotional Intelligence, Burnout and Conflict Resolution Styles*, unpublished work carried out in Department of Psychology, University of Delhi, India.


Slaski, Mark. (2002). In: Margaret Chapman, & Robin Clarke. Emotional Intelligence is a concept that can be used in Stress Management. *Stress News* January 2003, Vol.15 No.1. *In: http://www.isma.org.uk/stressnw/emotintell02.htm*


