

Promoting Emotional Intelligence In Organizations.pdf

TABLE OF CONTENTS	
ACKNOWLEDGMENTS	5
LIST OF TABLES	8
1. INTRODUCTION	9
1.1 Background	9
1.2 Evolution of Missing Data Estimation Method	12
1.3 Missing Data Mechanisms	13
1.3.1 Missing Completely at Random	14
1.3.2 Missing at Random	15
1.3.3 Missing Not at Random	16
1.4 Strategies to Manage Missing Data	16
1.4.1 Case Deletion	16
1.4.2 List-Wise Deletion	17
1.4.3 Pair-Wise Deletion	18
1.4.4 Mean Substitution	20
1.4.5 Hot / Cold-Deck Imputation	21
1.4.6 Linear Regression Imputation	22
1.4.7 Multiple Imputation	23
2. LITERATURE REVIEW	25
3. METHOD	26
3.1 Multiple Imputation	26
3.2 Procedures for Analysis	26
3.3 Theoretical Support/Validation for Multiple Imputation	29
3.3 Advantages and Disadvantages of Multiple Imputation	31
4. RESULTS OF MONOTONE MISSING DATA PATTERN	34
4.1 Simulation	34

[Emotional Intelligence - Daniel Goleman](#)

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In 1990, in my role as a science reporter at The New York Times, I chanced upon an article in a small academic journal by two psychologists, John Mayer, now at the University of New Hampshire, and Yale's Peter Salovey. Mayer and Salovey offered the first formulation of a concept they called "emotional intelligence."

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Program Summary Interaction management is a program designed to improve leadership skills in such areas as productivity, handling employee conflict, performance improvement, delegation, and overcoming resistance to change by teaching positive models of behavior and on-the-job application.

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