

EMOTIONAL INTELLIGENCE WORKBOOK FOR KIDS

AGES 5-12



Written by Cheryl Sexton,
Licensed Marriage & Family Therapist

Primer Emotional Intelligence Workbook

**Daniel Goleman, Richard E.
Boyatzis, George Kohlrieser, Richard J.
Davidson, Vanessa Druskat**



Primer Emotional Intelligence Workbook:

Building Blocks of Emotional Intelligence Daniel Goleman, Richard Boyatzis, Richard Davidson, Vanessa Druskay, George Kohlrieser, Matthew Lippincott, Matthew Taylor, Michele Nevarez, Amy Gallo, Ann Flanagan Petry, George Pitagorsky, Annie McKee, Metta Miriam Böll, Peter Senge, 2017-12-12 A collection of Key Step Media's 12 primers on the essential competencies in the Emotional Intelligence model

Emotional Self-Awareness Daniel Goleman, Richard Boyatzis, Richard Davidson, Vanessa Druskat, George Kohlrieser, 2017-01-12

The Emotional Intelligence Workbook: Teach Yourself Jill Dann, Derek Dann, 2015-09-10 Do you want to be able to persuade influence or empathise with people in any situation Do you want to be able to click with people instantly Do you want people to trust you This new Teach Yourself Workbook doesn't just tell you what emotional intelligence is It accompanies you every step of the way with diagnostic tools goal setting charts practical exercises and many more features ideal for people who want a more active style of learning The book starts by helping you identify the behaviours associated with emotional intelligence and whether you are currently doing them It then helps you set specific goals to improve on as you progress through the book you will be able to keep checking your progress against these goals Specially created exercises using the tools of NLP hypnotherapy and cognitive psychology will help you to boost your emotional intelligence so that you can reach your potential in any situation

The Manager's Pocket Guide to Emotional Intelligence Emily A. Sterrett, 2000 This guide covers the critical emotional qualities that can have a greater impact on success than general intellectual intelligence Includes best practices on how to enhance self confidence empathy self control and other important emotional competencies

Positive Outlook Daniel Goleman, Richard Boyatzis, Richard J. Davidson, Vanessa Druskat, 2021-07-30

Mindfulness and Wellbeing for Student Learning: A Guided 5-Week Course Lorraine Millard, Louise Frith, Patmarie Coleman, 2023-01-16 Study and student life is inherently stressful When students go to university or college they enter a competitive world where their value is judged by each assignment they submit Deadlines are always looming and often they seem to pile on top of each other meaning that students have to complete multiple assignments within days of each other And this is just the study element of university life the social side of student life can at once be exhilarating and overwhelming or an anti climax For many students it is their first time away from home so they have the stress of making new friends and forging their identity Local and mature students need to integrate their existing life perhaps with caring responsibilities and paid employment with a new life of study and deadlines As a result they can have many competing expectations of themselves This introduction to mindfulness starts with a focus on the breath as an anchor to the body It uses the main lessons of mindfulness which include bringing attention automatic pilot staying in the present thoughts are not facts practicing loving kindness and cultivating curiosity It provides students with strategies to help them cope with the demands of being a student and how to navigate a path to achieve a sense of balance in their lives enabling them to achieve their potential It also provides guided meditation scripts and session plans for anyone wanting to lead a

mindfulness group The book will consist of five chapters plus an introduction and conclusion This follows the structure of the course that we run Each chapter begins with a story vignette about student life which puts the meditation into context There will be a guided meditation in each chapter and activity reflection exercises Louise Frith is a Student Learning Adviser at the University of Kent UK She teaches academic literacy to students across the disciplines with particular focus on supporting students on the social work programmes Lorraine Millard a Student Counsellor at Kent and mindfulness practitioner She is a UKCP accredited Psychotherapist and Supervisor with over 30 years experience in varied settings Patmarie Coleman is a senior counsellor at the University of Kent and also has a private supervision practice in South East London

Emotional Self-Control Daniel Goleman, Richard E. Boyatzis, George Kohlrieser, Richard J. Davidson, Vanessa Druskat, 2017

The Little Book of Emotional Intelligence Andy Cope, Amy Bradley, 2018-06-26 A SELF HELP MANUAL FOR HUMAN BEINGS The Little Book of Emotional Intelligence is an immediate outcome focused primer on the important topic of EQ which provides practical no nonsense life advice and takes a sideways look at a world which is complicated and overwhelming at times Do you seem to spend half your life counting down the days til your next holiday Does it sometimes feel like your life is being lived on fast forward with little time for reflection or idle amusement It s time to stop kicking happiness into the long grass and get on with really living Funny colourful and profound this book is a gripping manual for the human mind enabling you to understand and control your emotions communicate better unpick limiting beliefs and finally get around to living a happier more balanced life

Coaching Expertise Iain McCormick, 2025-02-28 This book will enable you to develop in depth coaching expertise Effective coaches all want to continuously build their skills to help their clients more Yet widespread evidence shows that although most professionals do initially develop rapidly more experience does not lead to better outcomes for clients Coaching expertise uses a scientifically proven form of professional development called deliberate practice to help you greatly develop your skills It provides a purposeful systematic method that contrasts sharply with traditional training It is an enhancement process that is already used widely in sport medicine martial arts psychotherapy music and many more areas This is the first book on how to use this approach to help coaches dramatically improve their practice Coaching expertise Six practical steps for every effective coach is an easy to read informative and very practical guide for coaches It is written for those who wish to develop excellence in their coaching in a way that goes beyond learning the new bright shiny skill or technique Written by a highly experienced internationally recognised author and coach this book is a very useful and engaging resource for all coaches who wish to develop their capability

Influence Daniel Goleman, Richard Boyatzis, Vanessa Druskat, Matthew Lippincott, Peter Senge, Matthew Taylor, 2021-07-30

Teamwork Daniel Goleman, Richard Boyatzis, Vanessa Druskat, Matthew Lippincott, Ann Flanagan Petry, 2021-07-30

Empathy Daniel Goleman, Richard Boyatzis, Richard J. Davidson, Vanessa Druskat, George Kohlrieser, 2021-07-30 Empathy means having the ability to sense others feelings and how they see things A quick read for anyone wanting to improve their own or their team s

leadership skills this Primer features thought leaders who are championing research in this field Daniel Goleman Richard Boyatzis Richard Davidson and Vanessa Druskat The Emotional Intelligence Primer Dr Don R Booz,2017-11-16 Whether you are seeking the elusive key to help you open the door to the next level of your career or you are already doing well as a leader and are ready to do even better mastering emotional intelligence can be the difference that makes the difference Emotional intelligence is the ability to be self aware of our emotions and to recognize understand and manage their influence on us That is the essence of emotional intelligence reprogramming ourselves to be more proactive instead of emotional and reactive When we do not fully understand our options our unconscious programs will make choices for us When we are more self aware we are better able to self regulate because we recognize the emotional impact we have on those around us The emotionally intelligent leader knows that effective leadership requires us to be more in tune with ourselves and thus more able to interact positively with others This practical primer provides you hands on guidance for how to apply your emotional intelligence effectively in the workplace Learn to really listen disarm your inner critic recognize and deal with multiple messages avoid triangles make meetings more meaningful master empathy and more With easy to read chapters and five days of exercises for each skill mastering emotional intelligence and all its benefits is just a book away Harness your emotional intelligence to increase your effectiveness as a leader and run the organization of your dreams **Future Fit** Andrea Clarke,2025-02-12 Prepare for the future with the eight skills needed to become future fit Winner Australian Business Book of the Year 2019 Finalist UK Business Book Awards 2020 Finalist Australian Career Book of the Year 2019 The need for skills that defy disruption has never been so urgent as traditional workplace models give way to confronting new rules of engagement If you re looking for job security growth and acceleration in a radical new workforce then Future Fit is the place to start Award winning author Andrea Clarke shares her experience expertise and tactical advice on how to become truly future fit The future of work is here and it s about talent your talent It s about upgrading our human skills because they re landing differently in a hybrid environment says Clarke These skills are powerful differentiators in a dynamic and demanding new workplace Using her experience from a vibrant and varied career Clarke explores the eight real skills we need for the future Reputation Capital Adaptability Communication Networking Creativity Problem solving Leadership and Learning A former Washington DC news reporter Iraqi humanitarian aid worker and EdTech pioneer Clarke founded FutureFitCo in 2012 a business that trains emerging leaders to accelerate these core competencies The Future Fit Digital Program adapted from this book is delivered globally to multi national organisations Future Fit is a potent toolkit for anyone wanting not only to keep up with the head spinning pace of workplace change but to position themselves to excel within it Sydney Morning Herald Organizational Awareness Daniel Goleman,Richard Boyatzis,Vanessa Druskat,Michele Nevarez,George Pitagorsky,2021-07-30 **Emotional Intelligence Workbook** Paul Gerhardt, PhD.,2015-02-21 Emotional intelligence EI is the single most important thing every person must develop in order to have successful careers and home life Contemporary

research has been proven that Emotional Intelligence is directly related to each person's career success by as much as 95%. This workbook teaches readers what emotional intelligence is. Use each easy step by step section to build your Emotional Intelligence. Visit www.paulgerhardt.com to learn more.

The Unopened Gift Dan Newby, Lucy Nunez, 2017-03-23 The Unopened Gift reveals what we have not yet understood about emotions. That emotions aren't in competition with reason but are an essential part of thinking that they are constantly giving us information about the world around us.

Conflict Management Daniel Goleman, Richard Boyatzis, George Kohlrieser, Amy Gallo, Matthew Lippincott, George Pitagorsky, 2021-07-30

The Emotional Intelligence Skills Workbook Stephanie Catella, Matthew McKay, 2024-04-01 It's natural to feel intense emotions in the face of interpersonal conflict but if we allow these feelings to overpower us our relationships with other people can suffer as a result. In *The Emotional Intelligence Skills Workbook* psychologists Matthew McKay and Stephanie Catella draw from emotion efficacy therapy (EET) and acceptance and commitment therapy (ACT) to offer readers a wealth of practical skills they can use to navigate difficult conversations effectively while maintaining important relationships.

Emotional Intelligence 2.0 Travis Bradberry, Jean Greaves, 2009 Includes a new enhanced online edition of the world's most popular emotional intelligence test.

This Enthralling Realm of E-book Books: A Detailed Guide Unveiling the Advantages of Kindle Books: A Realm of Ease and Versatility E-book books, with their inherent mobility and simplicity of availability, have freed readers from the limitations of physical books. Gone are the days of carrying cumbersome novels or carefully searching for particular titles in bookstores. Kindle devices, stylish and lightweight, seamlessly store an extensive library of books, allowing readers to indulge in their preferred reads anytime, everywhere. Whether traveling on a bustling train, lounging on a sun-kissed beach, or simply cozying up in bed, E-book books provide an exceptional level of convenience. A Literary Universe Unfolded: Exploring the Vast Array of Kindle Primer Emotional Intelligence Workbook Primer Emotional Intelligence Workbook The Kindle Shop, a digital treasure trove of literary gems, boasts an wide collection of books spanning varied genres, catering to every readers preference and preference. From captivating fiction and mind-stimulating non-fiction to timeless classics and modern bestsellers, the Kindle Store offers an unparalleled variety of titles to explore. Whether seeking escape through immersive tales of fantasy and exploration, delving into the depths of historical narratives, or broadening ones knowledge with insightful works of scientific and philosophy, the Kindle Store provides a gateway to a literary universe brimming with limitless possibilities. A Game-changing Factor in the Literary Landscape: The Enduring Influence of Kindle Books Primer Emotional Intelligence Workbook The advent of Kindle books has unquestionably reshaped the literary scene, introducing a model shift in the way books are published, distributed, and read. Traditional publication houses have embraced the digital revolution, adapting their approaches to accommodate the growing need for e-books. This has led to a rise in the availability of Kindle titles, ensuring that readers have access to a wide array of literary works at their fingertips. Moreover, Kindle books have equalized access to literature, breaking down geographical barriers and providing readers worldwide with equal opportunities to engage with the written word. Irrespective of their location or socioeconomic background, individuals can now immerse themselves in the intriguing world of literature, fostering a global community of readers. Conclusion: Embracing the Kindle Experience Primer Emotional Intelligence Workbook Kindle books Primer Emotional Intelligence Workbook, with their inherent convenience, versatility, and wide array of titles, have unquestionably transformed the way we experience literature. They offer readers the liberty to explore the limitless realm of written expression, anytime, anywhere. As we continue to navigate the ever-evolving digital landscape, Kindle books stand as testament to the persistent power of storytelling, ensuring that the joy of reading remains reachable to all.

<https://nodedev.waldoch.com/results/uploaded-files/HomePages/Advanced%20Strategies%20Side%20Hustle%20Blueprint.pdf>

Table of Contents Primer Emotional Intelligence Workbook

1. Understanding the eBook Primer Emotional Intelligence Workbook
 - The Rise of Digital Reading Primer Emotional Intelligence Workbook
 - Advantages of eBooks Over Traditional Books
2. Identifying Primer Emotional Intelligence Workbook
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Primer Emotional Intelligence Workbook
 - User-Friendly Interface
4. Exploring eBook Recommendations from Primer Emotional Intelligence Workbook
 - Personalized Recommendations
 - Primer Emotional Intelligence Workbook User Reviews and Ratings
 - Primer Emotional Intelligence Workbook and Bestseller Lists
5. Accessing Primer Emotional Intelligence Workbook Free and Paid eBooks
 - Primer Emotional Intelligence Workbook Public Domain eBooks
 - Primer Emotional Intelligence Workbook eBook Subscription Services
 - Primer Emotional Intelligence Workbook Budget-Friendly Options
6. Navigating Primer Emotional Intelligence Workbook eBook Formats
 - ePub, PDF, MOBI, and More
 - Primer Emotional Intelligence Workbook Compatibility with Devices
 - Primer Emotional Intelligence Workbook Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Primer Emotional Intelligence Workbook
 - Highlighting and Note-Taking Primer Emotional Intelligence Workbook
 - Interactive Elements Primer Emotional Intelligence Workbook

8. Staying Engaged with Primer Emotional Intelligence Workbook
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Primer Emotional Intelligence Workbook
9. Balancing eBooks and Physical Books Primer Emotional Intelligence Workbook
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Primer Emotional Intelligence Workbook
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Primer Emotional Intelligence Workbook
 - Setting Reading Goals Primer Emotional Intelligence Workbook
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Primer Emotional Intelligence Workbook
 - Fact-Checking eBook Content of Primer Emotional Intelligence Workbook
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

Primer Emotional Intelligence Workbook Introduction

Primer Emotional Intelligence Workbook Offers over 60,000 free eBooks, including many classics that are in the public domain. Open Library: Provides access to over 1 million free eBooks, including classic literature and contemporary works. Primer Emotional Intelligence Workbook Offers a vast collection of books, some of which are available for free as PDF downloads, particularly older books in the public domain. Primer Emotional Intelligence Workbook : This website hosts a vast collection of scientific articles, books, and textbooks. While it operates in a legal gray area due to copyright issues, its a

popular resource for finding various publications. Internet Archive for Primer Emotional Intelligence Workbook : Has an extensive collection of digital content, including books, articles, videos, and more. It has a massive library of free downloadable books. Free-eBooks Primer Emotional Intelligence Workbook Offers a diverse range of free eBooks across various genres. Primer Emotional Intelligence Workbook Focuses mainly on educational books, textbooks, and business books. It offers free PDF downloads for educational purposes. Primer Emotional Intelligence Workbook Provides a large selection of free eBooks in different genres, which are available for download in various formats, including PDF. Finding specific Primer Emotional Intelligence Workbook, especially related to Primer Emotional Intelligence Workbook, might be challenging as they're often artistic creations rather than practical blueprints. However, you can explore the following steps to search for or create your own Online Searches: Look for websites, forums, or blogs dedicated to Primer Emotional Intelligence Workbook, Sometimes enthusiasts share their designs or concepts in PDF format. Books and Magazines Some Primer Emotional Intelligence Workbook books or magazines might include. Look for these in online stores or libraries. Remember that while Primer Emotional Intelligence Workbook, sharing copyrighted material without permission is not legal. Always ensure you're either creating your own or obtaining them from legitimate sources that allow sharing and downloading. Library Check if your local library offers eBook lending services. Many libraries have digital catalogs where you can borrow Primer Emotional Intelligence Workbook eBooks for free, including popular titles. Online Retailers: Websites like Amazon, Google Books, or Apple Books often sell eBooks. Sometimes, authors or publishers offer promotions or free periods for certain books. Authors Website Occasionally, authors provide excerpts or short stories for free on their websites. While this might not be the Primer Emotional Intelligence Workbook full book, it can give you a taste of the authors writing style. Subscription Services Platforms like Kindle Unlimited or Scribd offer subscription-based access to a wide range of Primer Emotional Intelligence Workbook eBooks, including some popular titles.

FAQs About Primer Emotional Intelligence Workbook Books

How do I know which eBook platform is the best for me? Finding the best eBook platform depends on your reading preferences and device compatibility. Research different platforms, read user reviews, and explore their features before making a choice. Are free eBooks of good quality? Yes, many reputable platforms offer high-quality free eBooks, including classics and public domain works. However, make sure to verify the source to ensure the eBook credibility. Can I read eBooks without an eReader? Absolutely! Most eBook platforms offer web-based readers or mobile apps that allow you to read eBooks on your computer, tablet, or smartphone. How do I avoid digital eye strain while reading eBooks? To prevent digital eye strain, take regular breaks, adjust the font size and background color, and ensure proper lighting while reading eBooks.

What the advantage of interactive eBooks? Interactive eBooks incorporate multimedia elements, quizzes, and activities, enhancing the reader engagement and providing a more immersive learning experience. Primer Emotional Intelligence Workbook is one of the best book in our library for free trial. We provide copy of Primer Emotional Intelligence Workbook in digital format, so the resources that you find are reliable. There are also many Ebooks of related with Primer Emotional Intelligence Workbook. Where to download Primer Emotional Intelligence Workbook online for free? Are you looking for Primer Emotional Intelligence Workbook PDF? This is definitely going to save you time and cash in something you should think about.

Find Primer Emotional Intelligence Workbook :

~~advanced strategies side hustle blueprint~~

fan favorite dragon rider epic

dragon rider epic quick start

trending romantasy hardcover

~~community favorite leadership handbook~~

productivity guide hardcover

viral cozy mystery step by step

dragon rider epic 2026 guide

~~TikTok self help trend novel~~

Reddit book discussions viral hit

Goodreads choice finalist advanced strategies

investing simplified primer

ebook gothic fantasy

fan favorite habit building planner

children bedtime story global trend

Primer Emotional Intelligence Workbook :

Ford 3910 Tractor Service Manual Amazon.com: Ford 3910 Tractor Service Manual. Ford Shop Manual Models 2810, 2910, 3910 Ford Shop Manual Models 2810, 2910, 3910: Manual F0-43 (I & T Shop ... Operators Manual for Ford Model 2810 2910 3910 4610 Tractor Owners Maintenance Book. ford tractor 234 334 3910 8210 service repair shop ... Ford Tractors Service

Manuals Two Volumes in Binders with chapter dividers and tabs Series 10 Tractors and Derivatives 2610 3610 3910 4110 4610 5610 6610 ... Ford 3910 Tractor Manuals | Service | Repair | Owners Buy Ford 3910 Tractor manuals and get Free Shipping. OEM Parts, Owners, Service and Repair Manuals are available. Ford New Holland 2810 2910 3910 Tractor Workshop ... This Ford New Holland 2810, 2910 and 3910 tractor repair manual includes 80 pages of service, repair and maintenance information for Ford New Holland 2810, ... Ford 2810-2910-3910 | PDF SHOP MANUAL FORD MODELS 2810-2910-3910 Tractor Series Identification Plate Is located under ht hood panel or lower down on right side of instrument console. Ford 3910 Tractor Service Manual (IT Shop) This reproduction manual has 80 pages. Does not include wiring diagrams. This manual covers the following models. MODELS COVERED. FORD NEW HOLLAND. New Holland Ford 3910 Tractor Service Manual PDF Manual includes repair and maintenance manuals and instructions of tractors series 3910 of New Holland Ford. Ford 2810, 2910, 3910 Tractor Shop Repair Manual -- FO43 Get the Ford 2810, 2910, 3910 Tractor Shop Repair Manual for comprehensive tractor maintenance. This I&T Shop Manual is a reliable resource for tractor ... I&T Shop Manual fits Ford 2810 3910 2910 ... Compatible with Ford Tractor(s) 2810, 2910, 3910; Pages: 80; Professionally written information from experienced mechanics in an easy to use format ... Postal Exam 473 Practice Tests | Postal Service Exam Study for the Postal Service Exam 473 with help from our practice tests! · Address Checking Test · Forms Completion Test · Coding Test · Memory Test. 15 ... Postal Exam 473 Practice Tests [2023] | 10+ Exams Jun 15, 2023 — Take a postal exam 473 practice test. Use our questions and answers to prepare for your upcoming exam. All of our resources are 100% free. USPS Postal Exam 473 Practice Test No information is available for this page. How to Easily Pass Postal Exam 473/473E So where can you find a truly up-to-date and effective study guide? Our bestselling USPS Practice Tests with Actual Postal Exam Questions & Proven Best Answers ... Postal Exam 473 Practice Test - Questions & Answers You should make use of 473 Postal exam study guides, practice exams, and 473 practice tests. Preparation is needed for you to pass the exam. There is a lot of ... Free, Practice Battery 473 Exam 4Tests.com - Your free, practice test site for a Free, Practice Battery 473 Exam. ... Postal Exams. Battery 473 Exam. This site requires JavaScript. To fully use ... USPS Postal Exam 474 - 477: Practice Tests & Examples [2023] This is a complete prep guide for the USPS Postal Exams 474, 475, 476, and 477. See how to pass the assessments with accurate USPS practice tests. US Postal Exams 473/473c (U.S. Postal Exams Test Prep) REA's all-new fourth edition contains six complete practice exams and review material for the U.S. Postal Exams 473/473c, and includes everything you need to ... Postal Service Test Ace the U.S. Postal Exam 473 using this full-length practice exam with answers fully explained for ideal study. It is applicable for test takers in all 50 ... The SAGE Dictionary of Qualitative Management Research Engagingly written by specialists in each area, this dictionary will be the definitive and essential companion to established textbooks and teaching materials ... The SAGE Dictionary of Qualitative Management Research Engagingly written by specialists in each area, this dictionary will be the definitive and essential companion to established textbooks and

teaching materials ... The Sage Dictionary of Qualitative Management Research by R Thorpe · 2021 · Cited by 459 — This dictionary is a companion to a complimentary title, The Dictionary of Quantitative. Management Research, edited by Luiz Moutinho and Graeme Hutcheson, that ... The SAGE Dictionary of Qualitative Management Research Engagingly written by specialists in each area, this dictionary will be the definitive and essential companion to established textbooks and teaching materials ... The SAGE Dictionary of Qualitative Management Research 'This comprehensive work extends general ideas, concepts, and techniques of qualitative research into the realm of management research. The SAGE Dictionary of Qualitative Management Research by MMC Allen · 2009 · Cited by 1 — This dictionary will not only enable researchers to further their knowledge of research perspectives with which they are already familiar, but also facilitate a ... The Sage Dictionary of Qualitative Management Research by DJ Bye · 2009 — The Dictionary is prefaced by an informative nine-page essay entitled What is Management Research? in which the editors put the book into theoretical context. The SAGE dictionary of qualitative management research With over 100 entries on key concepts and theorists, this dictionary of qualitative management research provides full coverage of the field, ... Full article: A Review of "The Sage Dictionary of Qualitative ... by PZ McKay · 2009 — The SAGE Dictionary of Qualitative Management Research offers concise definitions and detailed explanations of words used to describe the ... The Sage Dictionary of Qualitative Management Research The Sage Dictionary of Qualitative Management Research. Bye, Dan J. Reference Reviews; Harlow Vol. 23, Iss. 5, (2009): 28-29. DOI:10.1108/09504120910969005.