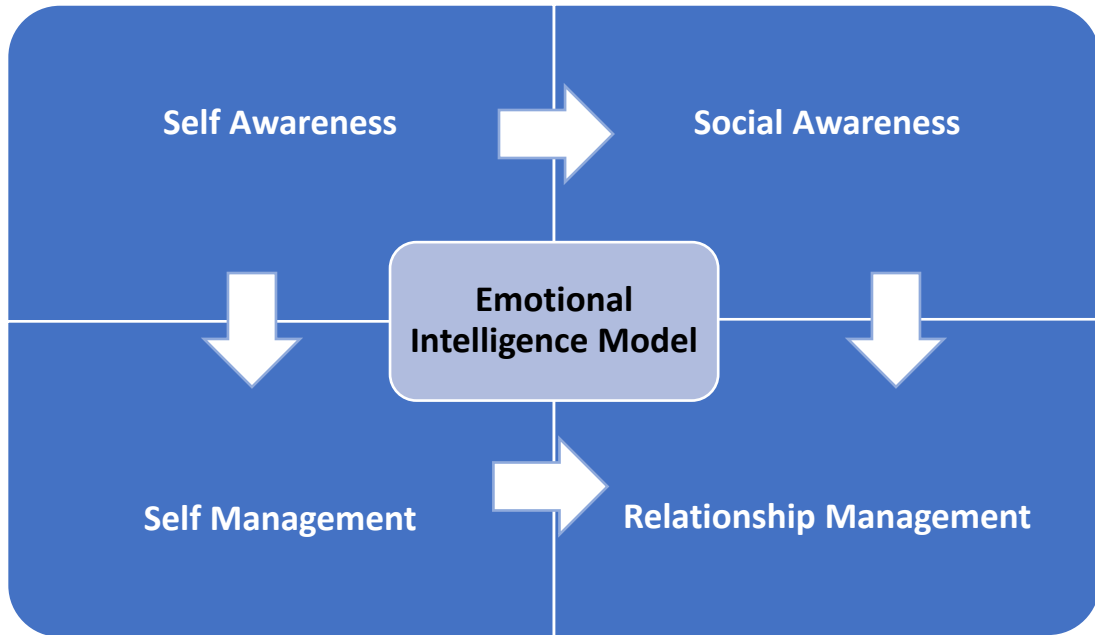


# Emotional Intelligence Overview



## Self Awareness

- **Emotional Awareness:** Recognizing one's emotions and their effects
- **Accurate Self-Assessment:** Knowing one's strengths and limits
- **Self-Confidence:** Sureness about one's self-worth and capabilities

## Self-Management

- **Self-Control:** Managing disruptive emotions and impulses
- **Trustworthiness:** Maintaining standards of honesty and integrity
- **Adaptability:** Flexibility in handling change
- **Achievement Drive:** Striving to improve or meet a standard of excellence
- **Initiative:** Readiness to act on opportunities

<sup>1</sup> Goleman's Emotional Intelligence Model (2002)

## Social Awareness

- **Empathy:** Sensing others' feelings and perspective, and taking an active interest in their concerns
- **Organizational Awareness:** Aligning with the goals of the group or organization
- **Service Orientation:** Anticipating, recognizing, and meeting customer's needs
- **Leveraging Diversity:** Cultivating opportunities through diverse people
- **Political Awareness:** Reading a group's emotional currents and power relationships

## Relationship Management

- **Leadership:** Inspiring and guiding groups and people
- **Developing Others:** Sensing what others need in order to develop, and bolstering their abilities
- **Influence:** Wielding effective tactics for persuasion
- **Change catalyst:** Initiating or managing change
- **Conflict Management:** Negotiating and resolving disagreements
- **Building Bonds:** Nurturing instrumental relationships
- **Collaboration and Cooperation:** Working with others toward shared goals
- **Team capabilities:** Creating group synergy in pursuing collective goals<sup>2</sup>

---

<sup>2</sup> Emotional Intelligence Consortium - Emotional Competence Framework. (1998). Consortium for Research on Emotional Intelligence in Organizations.

[http://www.eiconsortium.org/reports/emotional\\_competence\\_framework.html](http://www.eiconsortium.org/reports/emotional_competence_framework.html)