

Working with Emotional Intelligence

What is emotional intelligence?

Emotional intelligence is the ability to manage our relationships and ourselves effectively. It consists of four fundamental capabilities: self-awareness, self-management, social awareness and social skill. Each capability is composed of specific sets of competencies.

Emotional Intelligence capabilities and their corresponding traits:

Self Awareness

Emotional self-awareness: the ability to read and understand your emotions as well as recognize their impact on work performance, relationships.

Accurate self-assessment: a realistic evaluation of your strengths and limitations.

Self-confidence: a strong and positive sense of self worth.

Self Management

Self-control: the ability to keep disruptive emotions and impulses under control.

Trustworthiness: a consistent display of honesty and integrity.

Conscientiousness: the ability to manage yourself and your responsibilities.

Adaptability: skill at adjusting to changing situations and overcoming obstacles.

Achievement orientation: the drive to meet an internal standard of excellence.

Initiative: a readiness to seize opportunities

Social Awareness

Empathy: skill at sensing other people's emotions, understanding their perspective, and taking an active interest in their concerns.

Organizational awareness: the ability to read the currents of organizational life, build decision networks, and navigate politics.

Service orientation: the ability to recognize and meet customers' needs

Social Skills

Visionary leadership: the ability to take charge and inspire with a compelling vision.

Influence: the ability to wield a range of persuasive tactics.

Developing others: the propensity to bolster the abilities of others through feedback and guidance.

Communication: skill in listening and in sending clear, convincing, and well-tuned messages.

Change catalyst: proficiency in initiating new ideas and leading people in a new direction.

Conflict management: the ability to de-escalate disagreements and orchestrate resolutions.

Building bonds: proficiency at cultivating and maintaining a web of relationships.

Teamwork and collaboration: competence at promoting cooperation and building teams.

Which ones are areas of strength for you?

Where might you need to develop?