



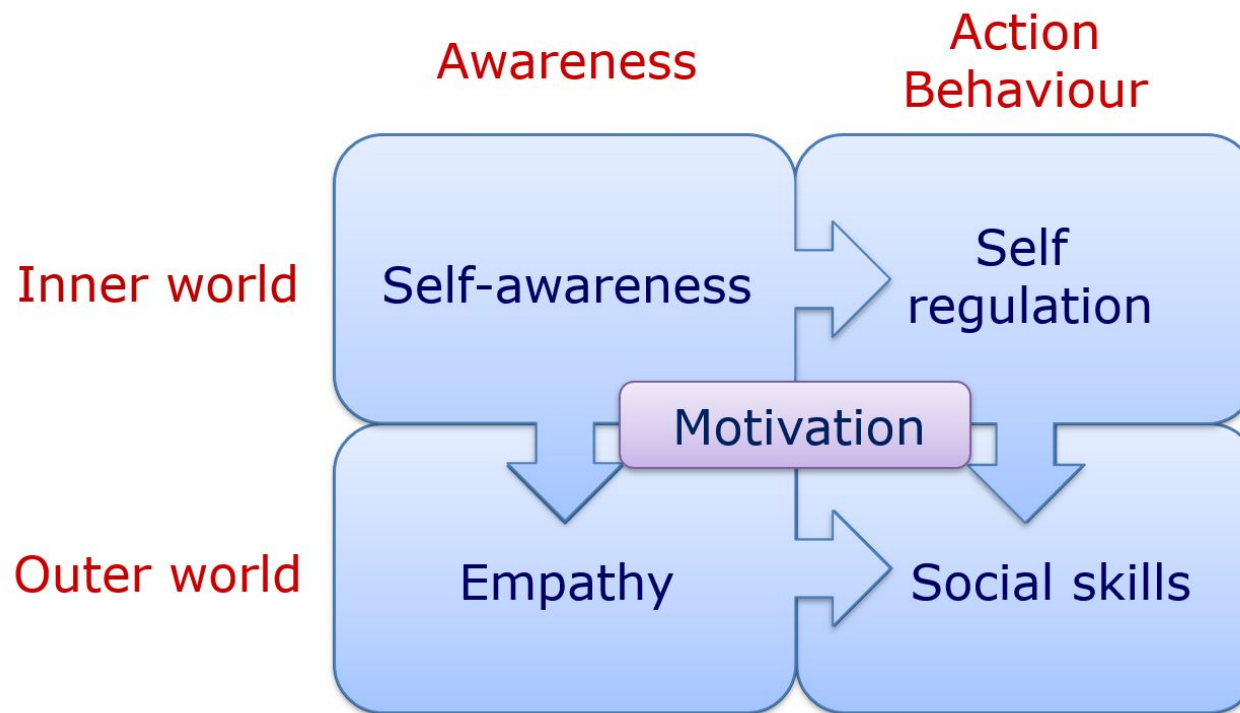
Emotional Intelligence

Adapted from *Working with Emotional Intelligence* – Daniel Goleman (1998)



Emotional intelligence is the ability to

- 👉 Understand the needs and feelings of yourself and other people
- 👉 Manage your own feelings
- 👉 Respond to others in appropriate ways





Emotional Intelligence

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Self-awareness competencies

Knowing your internal states, preferences, resources and intuition

- 👤 Emotional awareness
- 👤 Accurate self-assessment
- 👤 Self-confidence

Self-management competencies

Managing your internal states, impulses and resources

- 👤 Self-control
- 👤 Trustworthiness
- 👤 Conscientiousness
- 👤 Adaptability
- 👤 Innovation

Motivation competencies

Emotional tendencies leading towards goals

- 👤 Drive for achievement
- 👤 Commitment
- 👤 Initiative
- 👤 Optimism

Empathy competencies

Awareness of other's feelings needs and concerns

- 👤 Understanding others
- 👤 Developing others
- 👤 Service orientation
- 👤 Proactively encouraging diversity
- 👤 Political awareness

Social skills competencies

Adeptness at inducing desirable responses in others

- 👤 Influencing others
- 👤 Communication
- 👤 Conflict management
- 👤 Leadership
- 👤 Change catalyst
- 👤 Building bonds
- 👤 Collaboration and co-operation
- 👤 Team capabilities

