

Intelligences for Effective Leadership - Riggio & Reichard

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4 general emotional abilities

- Identifying emotions
- Using emotions to facilitate thinking
- Understanding emotions
- Managing emotions

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3 emotional skills

- Emotional expressiveness
- Emotional sensitivity
- Emotional control

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3 corresponding social skills

- Social expressiveness
- Social sensitivity
- Social control

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Skill: Emotional expressiveness

- Definition: Communicating nonverbally – emotional messages, attitudes, dominance and interpersonal orientation
- Examples: Motivating, inspiring and conveying positive affect and regard

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Skill: Emotional sensitivity

- Definition: Receiving and interpreting others' emotional, nonverbal signals
- Examples: Understanding followers' needs and feelings, establishing rapport

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