



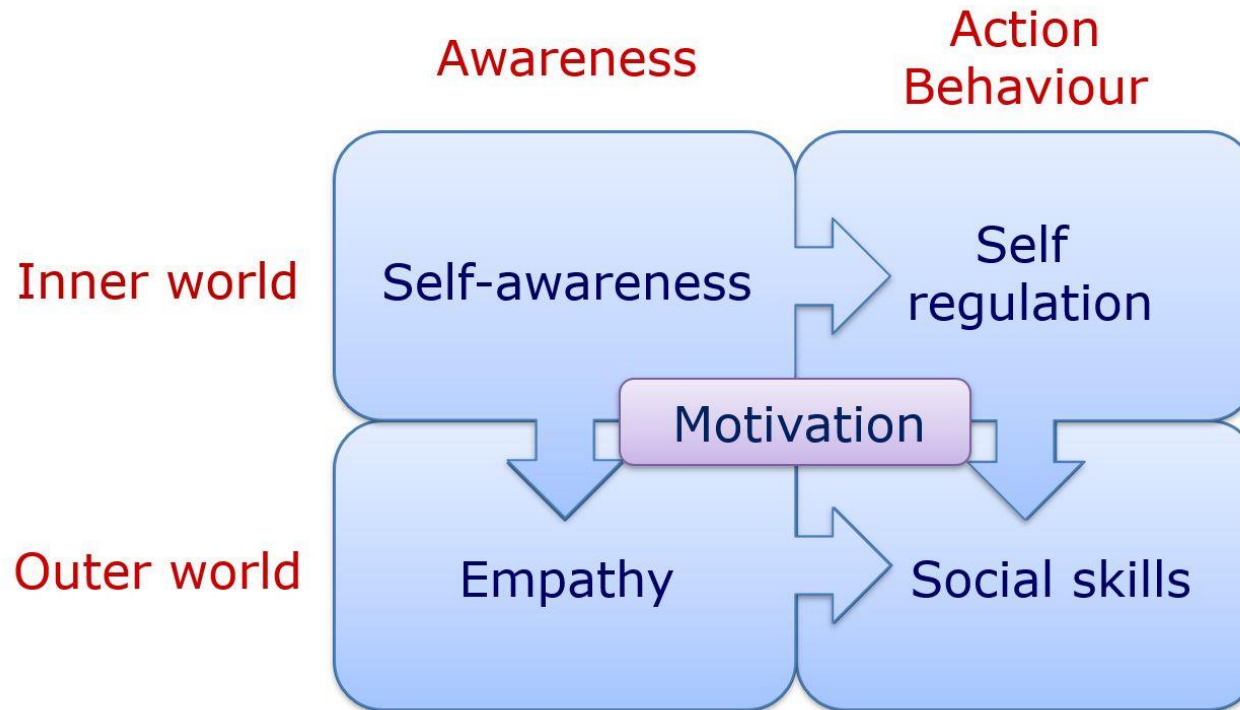
# Emotional Intelligence

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

