

THE FIVE COMPONENTS OF EMOTIONAL INTELLIGENCE AT WORK

COMPETENCIES	DEFINITION	HALLMARKS	OTHER TRAITS
SELF AWARENESS	The ability to recognise and understand your moods, emotions and drives as well as their effect on others	<ul style="list-style-type: none"> • Appropriate self confidence • Realistic self-assessment • Self deprecating sense of humour 	<ul style="list-style-type: none"> • Play to strengths and ask for help • Understand personal values and goals • Frank in admitting failure • Seek constructive feedback and act on it
SELF REGULATION	The ability to control or direct disruptive impulses and moods The propensity to suspend judgment – to think before acting	<ul style="list-style-type: none"> • Trustworthiness & integrity • Calm approach • Suspends judgment and seeks out information • Respond, not react 	<ul style="list-style-type: none"> • Find ways to control their 'inner conversations' • Others feel safe around us • Create an environment of trust and fairness that leads to reduced politics & infighting and increased productivity
MOTIVATION	A passion to work for reasons that go beyond money or status	<ul style="list-style-type: none"> • Strong desire to achieve • Optimism even in the face of failure • Commitment to a purpose • Track progress against objectives 	<ul style="list-style-type: none"> • Seek creative challenges, love to learn and take pride in work well done • Raise the performance bar and continue to grow and improve
EMPATHY	The ability to understand the emotional makeup of others Skilled in treating people according to their emotional reactions	<ul style="list-style-type: none"> • Expertise in building and retaining talent • Cross cultural sensitivity • Service to clients and customers • Be able to sense and understand the viewpoints of others • Good listener, encouraging people to speak openly 	<ul style="list-style-type: none"> • Doesn't mean adopting others emotions, trying to please everyone, or agreeing • Intuitively know what others are feeling and respond accordingly • Tuned to subtleties in body language
SOCIAL SKILL	Proficiency in managing relationships effectively and building networks An ability to find common ground and build rapport	<ul style="list-style-type: none"> • Effectiveness in leading change • Persuasiveness – a combination of self awareness, self regulation and empathy combined • Expertise in building and leading teams – 'nothing important gets done alone' 	<ul style="list-style-type: none"> • Friendliness with purpose • Have a knack for finding common ground with people of all kinds • Build relationships widely • Shares passion and motivation with others

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The Emotional Intelligence Framework- These competencies determine how we manage ourselves & lead others

Competency	What it looks like	Self assessment /10
Self-Awareness	Emotional Awareness: Recognising one's emotions and their effects	
	Accurate self-assessment: Knowing one's strengths and limits	
	Self Confidence: A strong sense of one's self worth and capabilities	
Self-Regulation	Self-Control: Keeping disruptive emotions and impulses in check	
	Trustworthiness: Maintaining standards of honesty and integrity	
	Conscientiousness: Taking responsibility for personal performance	
	Adaptability: Flexibility in handling change	
Motivation	Innovation: Being comfortable with novel ideas, approaches and new information	
	Achievement Drive: Striving to improve or meet a standard of excellence	
	Commitment: Aligning with the goals of the team or organisation	
	Initiative: Readiness to act on opportunities	
Empathy	Optimism: Persistence in pursuing goals despite obstacles and setbacks	
	Understanding Others: Sensing others feelings and perspectives and taking an active interest in their concerns	
	Developing Others: Sensing others development needs and bolstering their abilities	
	Service Orientation: Anticipating, recognising and meeting others needs	
	Leveraging Diversity: Cultivating opportunities through different kinds of people	
Social Skills	Politically Aware: Reading a groups emotional currents and power relationships	
	Influence: Wielding effective tactics for persuasion	
	Communication: Listening openly and sending convincing messages	
	Conflict Management: Negotiating and resolving disagreements	
	Leadership: Inspiring and guiding individuals and groups	
	Change Catalyst: Initiating or managing change	
	Building Bonds: Nurturing instrumental relationships	
	Collaboration and co-operation: Working with others towards shared goals	
Team Capabilities: Creating group synergy in pursuing collective goals		