

Goleman's EI Competencies

Self Awareness

Knowing what we feel in the moment and using that to guide our decision making; having a realistic assessment of our own abilities and a well grounded sense of self-confidence.

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



Self Management

Handling our emotions so that they facilitate rather than interfere; delaying gratification to pursue goals; recovering well from emotional distress; deploying our deepest preferences to take initiative, improve and persevere.

- Self-control
- Trustworthiness
- Conscientiousness
- Adaptability
- Achievement orientation
- Initiative

Social Awareness

Sensing what people are feeling, being able to take their perspective and cultivate rapport with a broad diversity of people.

- Empathy
- Organisational Awareness
- Service Orientation

Social skills

Handling emotions in relationships well and accurately reading social situations; interacting smoothly; using these skills to persuade, lead and negotiate.

- Influence
- Leadership
- Developing Others
- Communication
- Change Catalyst
- Conflict Management
- Building Bonds
- Teamwork and Collaboration





Emotion Intelligence Developmental Activities / Strategies

1. Selected strategies should focus on the competencies needed most for excellence in a given job or role
2. Strategies should be tailored to address individual needs and circumstances.

Self Awareness		Social Awareness	
Competencies	Strategies	Competencies	Strategies
<ol style="list-style-type: none"> 1. Emotional Self-Awareness 2. Accurate Self-Assessment 3. Self Confidence 	<ul style="list-style-type: none"> ❖ MBTI Profile ❖ Disc Profile ❖ 360° Performance Management ❖ Positive Affirmations ❖ Johari Window Feedback ❖ Martial Arts Training ❖ Personality Tests ❖ Transactional Analysis ❖ Feedback 	<ol style="list-style-type: none"> 1. Empathy 2. Organisational Awareness 3. Service Orientation 	<ul style="list-style-type: none"> ❖ Empathic Listening ❖ Networking ❖ Customer, Supplier Chain Mapping ❖ Develop Customer Service Agreements ❖ Counselling Skills
Self Management		Social Skills	
Competencies	Strategies	Competencies	Strategies
<ol style="list-style-type: none"> 1. Self Control 2. Trust Worthiness 3. Conscientiousness 4. Adaptability 5. Achievement Orientation 6. Initiative 	<ul style="list-style-type: none"> ❖ Practice Delayed Gratification ❖ Follow Through Maps ❖ Time Management Strategies ❖ Develop a Work Ethic ❖ Remain Focused on Goals ❖ Turn ANTs into PETs ❖ Self Reflection ❖ Cognitive Restructuring ❖ Anger Management ❖ Inner Child Therapy 	<ol style="list-style-type: none"> 1. Influence 2. Leadership 3. Developing Others 4. Communication 5. Change Catalyst 6. Conflict Management 7. Building Bonds 8. Team Work and Collaboration 	<ul style="list-style-type: none"> ❖ Networking ❖ Become a Mentor/Coach ❖ MBTI Propfile ❖ Belbin Profile ❖ Communication Skills Training ❖ Assertiveness Training ❖ Relationship Skills