



**Self Awareness**

## Self-Management

in handling change

**Achievement Drive:** Striving to improve or meet a standard of excellence

**Initiative:** Readiness to act on opportunities

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<sup>1</sup> Goleman's Emotional Intelligence Model (2002)

## Social Awareness

**Empathy:** Sensing others' feelings and perspective, and taking an active interest in their concerns

**Organizational Awareness:** Aligning with the goals of the group or organization

**Service Orientation:** Anticipating, recognizing, and meeting customer's needs

**Leveraging Diversity:** Cultivating opportunities through diverse people

**Political Awareness:** Reading a group's emotional currents and power relationships

## Relationship Management

**Leadership:** Inspiring and guiding groups and people

**Developing Others:** Sensing what others need in order to develop, and bolstering their abilities

**Influence:** Wielding effective tactics for persuasion

**Change catalyst:** Initiating or managing change

**Conflict Management:** Negotiating and resolving disagreements

**Building Bonds:** Nurturing instrumental relationships

**Collaboration and Cooperation:** Working with others toward shared goals

**Team capabilities:** Creating group synergy in pursuing collective goals<sup>2</sup>

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<sup>2</sup> Emotional Intelligence Consortium Emotional Competence Framework. (1998). Consortium for Research on Emotional Intelligence in Organizations.

[http://www.eiconsortium.org/reports/emotional\\_competence\\_framework.html](http://www.eiconsortium.org/reports/emotional_competence_framework.html)