

EMOTIONAL INTELLIGENCE (EQ)

| <u>Self Awareness</u> | <u>Other Awareness</u> |
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| <p>Definition: <i>Know which emotions you are feeling and why</i></p> <p>Tools: Values, Triggers</p> <p>Indications/Evidence: Physiological responses Impact of dramatic events/family Confident (or not) Know your strengths Know your limitations</p> <p>Actions to follow: Ask:</p> <ul style="list-style-type: none"> • “What am I feeling?” • “How do I want to live?” • “What is difficult? Habitual?” | <p>Definition: <i>Know your impact on others</i></p> <p>Tools: Deep listening, paying attention</p> <p>Indications/Evidence: Empathy (awareness of what the other person may be experiencing) “Don’t assume my experience is same for others” Openness Purity of intention</p> <p>Actions to follow: Be aware of your and others’ body language Focus Ask, don’t assume Show an active interest in concerns of others</p> |
| <u>Self Management</u> | <u>Relationship Management</u> |
| <p>Definition: <i>Ability to control/redirect disruptive impulses and moods</i></p> <p>Tools: Breathe, Visualization, Plan, Research, Attribution</p> <p>Indications/Evidence: Keeping destructive emotions in check Letting go Deferred gratification Adaptability – ok w/change</p> <p>Actions to follow: Think before acting Suspend judgment when warranted</p> <p>Desired Results: Maturity Patience Forgiveness Honesty and integrity</p> | <p>Definition: <i>Interpersonal effectiveness; Capacity to develop rapport w/different people in different contexts</i></p> <p>Tools: Awareness of 3rd entity, stillness, authenticity</p> <p>Indications/Evidence: Empowerment - Sensing others development needs and bolstering their abilities Good negotiator – inducing desired response in others</p> <p>Actions to follow: Tell the truth – say what you see Inspire, create consensus Let them speak</p> <p>Desired Results: Leadership Collaboration Group synergy Conflict management Awareness of politics and relationships</p> |

Emotional Intelligence

Emotional Competency