

## Self Assessment Emotional Intelligence (EI) Competencies

Emotional Intelligence (EI) Competency	Self Assessment
<b>SELF AWARENESS</b>	
<p><b>Emotional awareness:</b> Recognizing ones emotions and their effects. People with this competence:</p> <ul style="list-style-type: none"> <li>• Know which emotions they are feeling and why</li> <li>• Realize the links between their feelings and what they think, do, and say</li> <li>• Recognize how their feelings affect their performance</li> <li>• Have a guiding awareness of their values and goals</li> </ul>	
<p><b>Accurate self-assessment:</b> Knowing ones strengths and limits. People with this competence are:</p> <ul style="list-style-type: none"> <li>• Aware of their strengths and weaknesses</li> <li>• Reflective, learning from experience</li> <li>• Open to candid feedback, new perspectives, continuous learning, and self development</li> <li>• Able to show a sense of humor and perspective about themselves</li> </ul>	
<p><b>Self-confidence:</b> Sureness about ones self-worth and capabilities. People with this competence:</p> <ul style="list-style-type: none"> <li>• Present themselves with self-assurance; have presence</li> <li>• Can voice views that are unpopular and go out on a limb for what is right</li> <li>• Are decisive, able to make sound decisions despite uncertainties and pressures</li> </ul>	

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<b>SELF REGULATION</b>	
<p><b>Self-control:</b> Managing disruptive emotions and impulses. People with this competence:</p> <ul style="list-style-type: none"> <li>• Manage their impulsive feelings and distressing emotions well</li> <li>• Stay composed, positive, and unflappable even in trying moments</li> <li>• Think clearly and stay focused under pressure</li> </ul>	
<p><b>Trustworthiness:</b> Maintaining standards of honesty and integrity. People with this competence:</p> <ul style="list-style-type: none"> <li>• Act ethically and are above reproach</li> <li>• Build trust through their reliability and authenticity</li> <li>• Admit their own mistakes and confront unethical actions in others</li> <li>• Take tough, principled stands even if they are unpopular</li> </ul>	
<p><b>Conscientiousness:</b> Taking responsibility for personal performance. People with this competence:</p> <ul style="list-style-type: none"> <li>• Meet commitments and keep promises</li> <li>• Hold themselves accountable for meeting their objectives</li> <li>• Are organized and careful in their work</li> </ul>	
<p><b>Adaptability:</b> Flexibility in handling change. People with this competence:</p> <ul style="list-style-type: none"> <li>• Smoothly handle multiple demands, shifting priorities, and rapid change</li> <li>• Adapt their responses and tactics to fit fluid circumstances</li> <li>• Are flexible in how they see events</li> </ul>	

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<p><b>Innovativeness:</b> Being comfortable with and open to novel ideas and new information. People with this competence:</p> <ul style="list-style-type: none"> <li>• Seek out fresh ideas from a wide variety of sources</li> <li>• Entertain original solutions to problems</li> <li>• Generate new ideas</li> <li>• Take fresh perspectives and risks in their thinking</li> </ul>	
<b>SELF – MOTIVATION</b>	
<p><b>Achievement drive:</b> Striving to improve or meet a standard of excellence. People with this competence:</p> <ul style="list-style-type: none"> <li>• Are results-oriented, with a high drive to meet their objectives and standards</li> <li>• Set challenging goals and take calculated risks</li> <li>• Pursue information to reduce uncertainty and find ways to do better</li> <li>• Learn how to improve their performance</li> </ul>	
<p><b>Commitment:</b> Aligning with the goals of the group or organization. People with this competence:</p> <ul style="list-style-type: none"> <li>• Readily make personal or group sacrifices to meet a larger organizational goal</li> <li>• Find a sense of purpose in the larger mission</li> <li>• Use the groups core values in making decisions and clarifying choices</li> <li>• Actively seek out opportunities to fulfill the groups mission</li> </ul>	

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<p><b>Initiative:</b> Readiness to act on opportunities. People with this competence:</p> <ul style="list-style-type: none"> <li>• Are ready to seize opportunities</li> <li>• Pursue goals beyond what's required or expected of them</li> <li>• Cut through red tape and bend the rules when necessary to get the job done</li> <li>• Mobilize others through unusual, enterprising efforts</li> </ul>	
<p><b>Optimism:</b> Persistence in pursuing goals despite obstacles and setbacks. People with this competence:</p> <ul style="list-style-type: none"> <li>• Persist in seeking goals despite obstacles and setbacks</li> <li>• Operate from hope of success rather than fear of failure</li> <li>• See setbacks as due to manageable circumstance rather than a personal flaw</li> </ul>	
<b>SOCIAL AWARENESS</b>	
<p><b>Empathy:</b> Sensing others feelings and perspective, and taking an active interest in their concerns. People with this competence:</p> <ul style="list-style-type: none"> <li>• Are attentive to emotional cues and listen well</li> <li>• Show sensitivity and understand others. perspectives</li> <li>• Help out based on understanding other peoples needs and feelings</li> </ul>	

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<p><b>Service orientation:</b> Anticipating, recognizing, and meeting customer's needs. People with this competence:</p> <ul style="list-style-type: none"> <li>• Understand customer's needs and match them to services or products</li> <li>• Seek ways to increase customer's satisfaction and loyalty</li> <li>• Gladly offer appropriate assistance</li> <li>• Grasp a customer's perspective, acting as a trusted advisor.</li> </ul>	
<p><b>Developing others:</b> Sensing what others need in order to develop, and bolstering their abilities. People with this competence:</p> <ul style="list-style-type: none"> <li>• Acknowledge and reward peoples strengths, accomplishments, and development</li> <li>• Offer useful feedback and identify peoples needs for development</li> <li>• Mentor, give timely coaching, and offer assignments that challenge and grow a persons skills.</li> </ul>	
<p><b>Leveraging diversity:</b> Cultivating opportunities through diverse people. People with this competence:</p> <ul style="list-style-type: none"> <li>• Respect and relate well to people from varied backgrounds</li> <li>• Understand diverse worldviews and are sensitive to group differences</li> <li>• See diversity as opportunity, creating an environment where diverse people can thrive</li> <li>• Challenge bias and intolerance</li> </ul>	

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<p><b>Political awareness:</b> Reading a group's emotional currents and power relationships. People with this competence:</p> <ul style="list-style-type: none"> <li>• Accurately read key power relationships</li> <li>• Detect crucial social networks</li> <li>• Understand the forces that shape views and actions of clients, customers, or competitors</li> <li>• Accurately read situations and organizational and external realities</li> </ul>	
<b>SOCIAL SKILLS</b>	
<p><b>Influence:</b> Wielding effective tactics for persuasion. People with this competence:</p> <ul style="list-style-type: none"> <li>• Are skilled at persuasion</li> <li>• Fine-tune presentations to appeal to the listener</li> <li>• Use complex strategies like indirect influence to build consensus and support</li> </ul>	
<p><b>Communication:</b> Sending clear and convincing messages. People with this competence:</p> <ul style="list-style-type: none"> <li>• Are effective in give-and-take, registering emotional cues in attuning their message</li> <li>• Deal with difficult issues straightforwardly</li> <li>• Listen well, seek mutual understanding, and welcome sharing of information fully</li> <li>• Foster open communication and stay receptive to bad news as well as good</li> </ul>	

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<p><b>Leadership:</b> Inspiring and guiding groups and people. People with this competence:</p> <ul style="list-style-type: none"> <li>• Articulate and arouse enthusiasm for a shared vision and mission</li> <li>• Step forward to lead as needed, regardless of position</li> <li>• Guide the performance of others while holding them accountable</li> <li>• Lead by example</li> </ul>	
<p><b>Change catalyst:</b> Initiating or managing change. People with this competence:</p> <ul style="list-style-type: none"> <li>• Recognize the need for change and remove barriers</li> <li>• Challenge the status quo to acknowledge the need for change</li> <li>• Champion the change and enlist others in its pursuit</li> <li>• Model the change expected of others</li> </ul>	
<p><b>Conflict management:</b> Negotiating and resolving disagreements. People with this competence:</p> <ul style="list-style-type: none"> <li>• Handle difficult people and tense situations with diplomacy and tact</li> <li>• Spot potential conflict, bring disagreements into the open, and help deescalate</li> <li>• Encourage debate and open discussion</li> <li>• Orchestrate win-win solutions</li> </ul>	

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<p><b>Building bonds:</b> Nurturing instrumental relationships. People with this competence:</p> <ul style="list-style-type: none"> <li>• Cultivate and maintain extensive informal networks</li> <li>• Seek out relationships that are mutually beneficial</li> <li>• Build rapport and keep others in the loop</li> <li>• Make and maintain personal friendships among work associates</li> </ul>	
<p><b>Collaboration and cooperation:</b> Working with others toward shared goals. People with this competence:</p> <ul style="list-style-type: none"> <li>• Balance a focus on task with attention to relationships</li> <li>• Collaborate, sharing plans, information, and resources</li> <li>• Promote a friendly, cooperative climate</li> <li>• Spot and nurture opportunities for collaboration</li> </ul>	
<p><b>Team capabilities:</b> Creating group synergy in pursuing collective goals. People with this competence:</p> <ul style="list-style-type: none"> <li>• Model team qualities like respect, helpfulness, and cooperation</li> <li>• Draw all members into active and enthusiastic participation</li> <li>• Build team identity, esprit de corps, and commitment</li> </ul>	
<p><b>Protect the group and its reputation; share credit</b></p>	