













## Emotional Intelligence Competencies and Love it, Like it, Need it

|   |   |  |  |
|---|---|--|--|
| <b>Self-Awareness competency:</b> concerns knowing one's internal states, preferences, resources, and intuitions. This segment contains three competencies.                     | Love it<br>   | Like it<br>   | Need it<br>   |
| <b>Emotional Awareness:</b> Recognizing one's emotions and their effects.   |   |  |  |
| <b>Accurate Self-Assessment:</b> Knowing one's strengths and limits.  |   |  |  |
| <b>Self-Confidence:</b> A strong sense of one's self-worth and capabilities   |   |  |  |
| <b>Self-Management competency:</b> refers to managing ones' internal states, impulses, and resources. This segment contains six competencies.                                   | Love it<br>   | Like it<br>   | Need it<br>   |
| <b>Emotional Self-Control:</b> Keeping disruptive emotions and impulses in check  |   |  |  |
| <b>Transparency:</b> Maintaining integrity, acting congruently with one's values  |   |  |  |
| <b>Adaptability:</b> Flexibility in handling change   |   |  |  |
| <b>Achievement:</b> Striving to improve or meeting a standard of excellence   |   |  |  |
| <b>Initiative:</b> Readiness to act on opportunities  |   |  |  |
| <b>Optimism:</b> Persistence in pursuing goals despite obstacles  |   |  |  |
| <b>Social Awareness competency:</b> refers to how people handle relationships and awareness of others' feelings, needs, and concerns. This segment contains three competencies. | Love it<br> | Like it<br> | Need it<br> |
| <b>Empathy:</b> Sensing others' feelings and perspectives, and taking an active interest in their concerns  |   |  |  |
| <b>Organizational Awareness:</b> Reading a group's emotional currents and power relationships   |   |  |  |
| <b>Service Orientation:</b> Anticipating, recognizing, and meeting customers' needs   |   |  |  |
| <b>Relationship-Management competency:</b> concerns the skill or adeptness at inducing desirable responses in others. This segment contains six competencies.                   | Love it<br> | Like it<br> | Need it<br> |
| <b>Developing Others:</b> Sensing others' development needs and bolstering their abilities  |   |  |  |
| <b>Inspirational Leadership:</b> Inspiring and guiding individuals and groups   |   |  |  |
| <b>Change Catalyst:</b> Initiating or managing change   |   |  |  |
| <b>Influence:</b> Wielding effective tactics for persuasion   |   |  |  |
| <b>Conflict Management:</b> Negotiating and resolving disagreements   |   |  |  |
| <b>Teamwork &amp; Collaboration:</b> Working with others toward shared goals. Creating group synergy in pursuing collective goals.  |   |  |  |

Exercise created from EQ Competencies of EI Consortium