



The Four-Quadrant Model of Social and Emotional Intelligence

Social and emotional intelligence is the ability to be aware of our own emotions and those of others, in the moment, and to use that information to manage ourselves and manage our relationships.

	Self	Other
Awareness	<p>Self-Awareness</p> <ul style="list-style-type: none"> • Emotional Self-Awareness • Accurate Self-Assessment • Personal Power 	<p>Awareness of Others</p> <ul style="list-style-type: none"> • Empathy • Situational/Organizational Awareness • Service Ethic
Management	<p>Self-Management</p> <ul style="list-style-type: none"> • Behavioral Self-Control • Integrity • Innovation & Creativity • Initiative & Bias for Action • Achievement Drive • Realistic Optimism • Resilience • Stress Management • Personal Agility • Intentionality 	<p>Relationship Management</p> <ul style="list-style-type: none"> • Communication • Interpersonal Effectiveness • Powerful Influencing Skills • Conflict Management • Inspirational Leadership • Catalyzing Change • Building Bonds • Teamwork & Collaboration • Coaching & Mentoring Others • Building Trust



Personal Competencies

These competencies determine how we manage ourselves

Self-Awareness

Knowing one's internal states, preferences, resources, and intuitions

- Emotional awareness: Recognizing one's emotions and their effects
- Accurate self-assessment: Knowing one's strengths and limits
- Personal power: A strong sense of one's self-worth and capabilities; self-confidence

Self-Management

Managing ones' internal states, impulses, and resources

- Behavioral self-control: Keeping disruptive emotions in check; impulse control
- Integrity: Maintaining high standards of honesty and ethics at all times
- Innovation & creativity: Actively pursuing new approaches and ideas
- Initiative & bias for action: Readiness to act on opportunities
- Achievement drive: Striving to meet a standard of excellence
- Realistic optimism: Expecting success; seeing setbacks as manageable; persisting in achieving goals despite obstacles and setbacks.
- Resilience: Perseverance and diligence in the face of setbacks
- Stress management: Working calmly under stress and pressure
- Personal agility: Readily, willingly, rapidly and effectively anticipating and adapting to change
- Intentionality: Thinking and acting "on purpose" and deliberately.

Social Competencies

These competencies determine how we handle relationships

Social Awareness – Other Awareness

Awareness of others' feelings, needs, and concerns

- Empathy: Sensing others' feelings and perspectives, and taking an active interest in their concerns
- Situational awareness: Reading a group's emotional currents and power relationships; being able to "size up" a situation and plan an appropriate response
- Service ethic: Anticipating, recognizing, and meeting customers' needs

Social Skills – Relationship Management

Adeptness at inducing desirable responses in others

- Communication: Listening attentively and fostering open dialogue
- Interpersonal effectiveness: Possessing diplomacy, tact and interpersonal skills, and knowing how to use them to ease transactions and relationships with others; the ability to relate well and build rapport with all people
- Powerful influencing skills: Wielding effective tactics for persuasion
- Conflict management: Negotiating and resolving disagreements
- Inspirational leadership: Motivating, guiding and mobilizing individuals and groups; articulating a clear, compelling and motivating vision for the future
- Catalyzing change: Initiating, managing and leading change
- Building bonds: Nurturing and maintaining relationships, cultivating a wide network; connecting with others on a deeper rather than superficial level.
- Teamwork & collaboration: Working with others toward shared goals. Creating group synergy in pursuit of collective goals.
- Coaching & mentoring others: Identifying others' development needs and bolstering their abilities
- Building trust: Being trustworthy and ethical when working and relating to others; ability to establish a bond of trust with others.