THE EMOTIONAL COMPETENCE FRAMEWORK

PERSONAL COMPETENCE
These competencies determine how we manage our lives

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
Self Confidence: A strong sense of self-worth and capabilities

Self Regulation
Managing one’s internal states, impulses and resources

Self Control: Keeping disruptive emotions and impulses in check
Trustworthiness: Maintains standards of honesty and integrity
Conscientiousness: Taking responsibility for personal performance
Adaptability: Flexibility in handling change
Innovation: Being comfortable with novel ideas, approaches, and new information

Motivation
Emotional tendencies that guide or facilitate reaching goals

Achievement Drive: Striving to improve or meet a standard of excellence
Commitment: Aligning with the goals of the group or organization
Initiative: Readiness to act on opportunities
Optimism: Persistence in pursuing goals despite obstacles and setbacks

The Emotional Competence Framework

Social Competence
These competencies determine how we handle relationships

Empathy
Awareness of others’ feelings, needs, and concerns

Understanding Others: Seeing others’ feelings and perspectives, and taking an active interest in their concerns
Developing Others: Sensing others’ development needs and bolstering their abilities
Service Orientation: Anticipating, recognizing, and meeting customers’ needs
Leveraging Diversity: Cultivating opportunities through different kinds of people
Political Awareness: Reading a group’s emotional currents and power relationships

Social Skills
Adeptness at inducing desirable responses in others

Influence: Wielding effective tactics for persuasion
Communication: Listening openly and sending convincing messages
Conflict Management: Negotiating and resolving disagreements
Leadership: Inspiring and guiding individuals and groups
Change Catalyst: Initiating or managing change
Building Bonds: Nurturing instrumental relationships
Collaboration and Cooperation: Working with others toward shared goals
Team Capabilities: Creating group synergy in pursuing collective goals