

# 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**