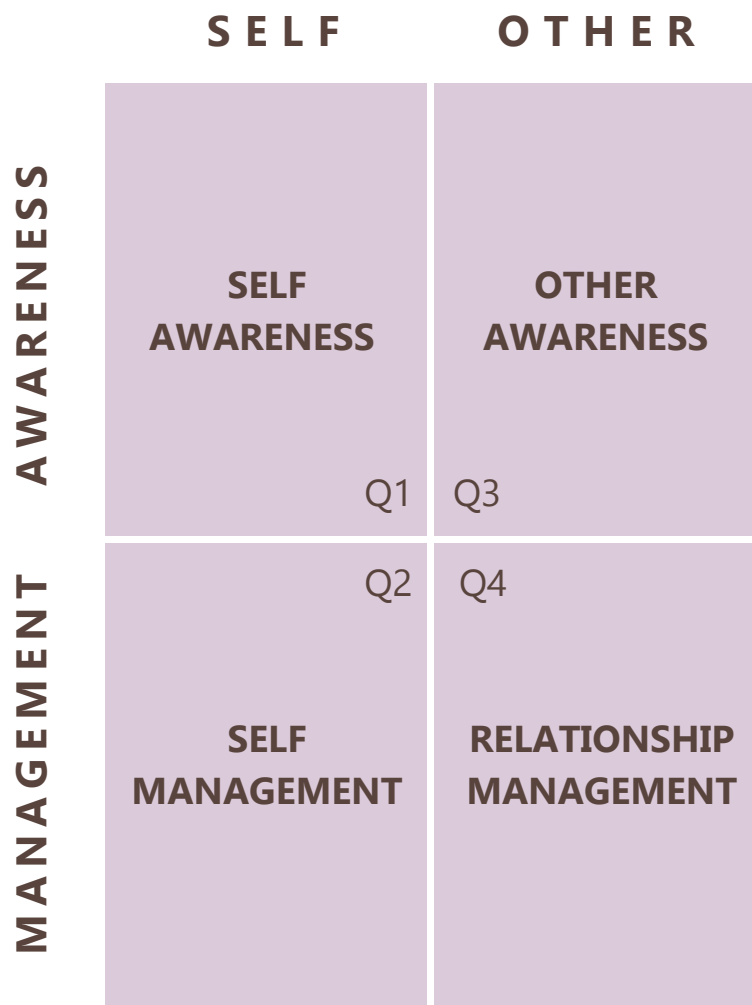


# SOCIAL + EMOTIONAL INTELLIGENCE



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.

## FOUR-QUADRANT SOCIAL + EMOTIONAL INTELLIGENCE MODEL



# SOCIAL + EMOTIONAL INTELLIGENCE



## SELF-AWARENESS - Q1

**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; having self-confidence; being assertive

## SELF-MANAGEMENT - Q2

**Managing one's 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 + EMOTIONAL INTELLIGENCE



## OTHER AWARENESS - Q3

**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 Orientation: Anticipating, recognizing, and meeting customers' needs

## RELATIONSHIP MANAGEMENT - Q4

**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

# SOCIAL + EMOTIONAL INTELLIGENCE



## About Social and Emotional Intelligence (SEI)

Social and Emotional Intelligence is a form of intelligence that drives our success in work and in life and in our relationships with others. While the concept of social and emotional intelligence is starting to become more widely understood, many are still somewhat unsure of exactly what it is and how it can add to their success on the job and in their personal lives.

Social and emotional intelligence is about being aware of ourselves and others, in the moment, and using that awareness to manage ourselves (our behavior, our responses to stressful or challenging situations), and manage our relationships with others.

Social and emotional intelligence (SEI or sometimes referred to as EI or EQ) encompasses many skill sets, including stress management, resilience, managing conflict productively, powerful influencing skills, catalyzing change, teamwork and collaboration, building trust and much more.

SEI can be learned and strengthened throughout our lives.

## About the Social and Emotional Intelligence Profile (SEIP)

The Social and Emotional Intelligence Profile (SEIP) is the most comprehensive social and emotional intelligence assessment instrument on the market today, measuring 26 distinct social and emotional intelligence competencies. Now people can instantly see their strengths and potential vulnerabilities when it comes to social and emotional intelligence. The SEIP is available as a self-assessment electronically via the web complete with practical suggestions on how an individual can strengthen and enhance his/her social and emotional intelligence.



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