Four-Quadrant Model of 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.

	Self	**Other**
Awareness	**Self-Awareness** ➢ Emotional Self Awareness ➢ Accurate Self Assessment ➢ Personal Power	**Other Awareness** ➢ Empathy ➢ Situational Awareness ➢ Service Orientation
Management	**Self Management** ➢ Behavioral Self Control ➢ Integrity ➢ Innovation & Creativity ➢ Initiative & Bias for Action ➢ Achievement Drive ➢ Realistic Optimism ➢ Resilience ➢ Stress Management ➢ Personal Agility ➢ Intentionality	**Relationship Management** ➢ Communication ➢ Interpersonal Effectiveness ➢ Powerful Influencing Skills ➢ Conflict Management ➢ Inspirational Leadership ➢ Catalyzing Change ➢ Building Bonds ➢ Teamwork & Collaboration ➢ Coaching & Mentoring Others ➢ Building Trust

Four-Quadrant Model of Social + Emotional Intelligence

Personal Competence
These competencies determine how we manage ourselves

- **Self-Awareness**
  Knowing one's internal states, preferences, resources, and intuitions
  - **Emotional self-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 Competence
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 orientation**: 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.