

Emotional Intelligence (EQ)

Self Awareness

the ability to recognise and understand your own moods, emotions and drivers, as well as their effect on others

Emotional self-awareness
Accurate self-assessment
Self confidence

Social Awareness

the ability to understand the emotional makeup of other people and the skill in treating people according to their emotional reactions

Empathy
Organisational awareness
Service orientation
Political sensitivity

Self Management

the ability to control or redirect disruptive impulses, moods and to think before acting

Self control
Transparency
Adaptability
Achievement drive
Initiative

Relationship Management

the proficiency in managing relationships, building networks and the ability to find common ground and build rapport

Inspirational leadership
Developing others
Influence / Change catalyst
Conflict management
Building bonds
Teamwork and collaboration