

Emotional intelligence and competencies

[Technology](#), [Artificial Intelligence](#)



Trustworthiness and conscientiousness --People with this competency:

Trustworthiness--Act ethically and are above reproach Build trust through their reliability and authenticity Admit their own mistakes and confront unethical actions In others Take tough, principled stands even if they are unpopular Conscientiousness --Meet commitments and keep promises Hold themselves accountable for meeting their objectives Are organized and careful in their work 3.

Innovation and Adaptability --People with this competency: Innovation - Seek out fresh Ideas from a wide variety of sources Entertain original solutions to problems Smoothly handle multiple demands, shifting priorities, and rapid change Adapt their responses and tactics to fit fluid circumstances Are flexible in how they see events.

Achievement Drive --People with this competency: Are results-oriented, with a high drive to meet their objectives and standards Set challenging goals and take calculated risks Pursue information to reduce uncertainty and find ways to do things better Learn how to improve their performance 2. Commitment

--People with this competency: Readily make sacrifices to meet a larger organizational goal Find a sense of purpose in the larger mission Use the group's core values in making decisions and clarifying choices Actively seek out opportunities to fulfill the group's mission 3.

Initiative and Optimism --People with this competency: Initiative: Are ready to seize opportunities Pursue goals beyond what's required or expected of them Cut through red tape and bend the rules when necessary to get the Job done Mobile others through unusual, enterprising efforts Optimism: Persist in

seeking goals despite obstacles and setbacks Operate from hope of success rather than fear of failure See setbacks as due to manageable circumstance rather than personal flaw .

Understanding Others --People with this competency: Are attentive to emotional cues and listen well Show sensitivity and understand others' perspectives Help out based on understanding other people's needs and feelings

2. Developing Others --People with this competency: Acknowledge and reward people's strengths and accomplishments Offer useful feedback and identify people's needs for further growth Mentor, give timely coaching, and offer assignments that challenge and foster a person's skills

3. Service Orientation --People with this competency: Understand customers/clients needs and match them to services or products Seek ways to increase customers' satisfaction and loyalty Gladly offer appropriate assistance Grasp a customer's perspective, acting as a trusted advisor

4. Leveraging Diversity People with this competency: Respect and relate well to people from varied backgrounds Understand diverse worldviews and are sensitive to group differences See diversity as opportunity, creating an environment where diverse people can thrive Challenge bias and intolerance

5.

Political Awareness --People with this competency: Detect crucial social networks Understand the forces that shape views and actions of clients, customers, or competitors Accurately read organizational and external realities . Influence --People with this competency: Are skilled at winning people over Fine-tune presentations to appeal to the listener Use complex

strategies like indirect influence to build consensus and support Orchestrate dramatic events to effectively make a point 2.

Communication --People with this competence Are effective in give-and-take, registering emotional cues in attuning their message Deal with difficult issues straightforwardly Listen well, seek mutual understanding, and welcome sharing of information fully Foster open communication and stay receptive to bad news as well as good 3.

Conflict Management --People with this competency: Handle difficult people and tense situations with diplomacy and tact Spot potential conflict, bring disagreements into the open and help to De-escalate Encourage debate and open discussion Orchestrate win-win solutions 4. Leadership --People with this competency: Articulate and arouse enthusiasm for a shared vision and mission Step forward to dead as needed, regardless of position Guide the performance of others while holding them accountable Lead by example 5.

Change Catalyst --People with this competency: Recognize the need to change and remove barriers Challenge the status quo to acknowledge the need for change Champion the change and enlist others in its pursuit Model the change expected of others 6. Building Bonds --People with this competency: Cultivate and maintain extensive informal networks Seek out relationships that are mutually beneficial Build rapport and keep others in the loop Make and maintain personal friendships among work associates 7.

Collaboration and Cooperation --People with this competency: Balance a focus on task with attention to relationships Collaborate, sharing plans,

information and resources Promote a friendly, cooperative climate Spot and nurture opportunities for collaboration 8. Team Capabilities --People with this competency: Model team qualities like respect, helpfulness, and cooperation Draw all members into active and enthusiastic participation Build team identity, esprit De corps, and commitment Protect the group and its reputation, share credit