

## **EQ Competencies that Correlate to Workplace Success**

The following outlines a set of five emotional intelligence competencies that have proven to contribute more to workplace achievement than technical skills, cognitive ability, and standard personality traits combined.

### **Social Competencies-Competencies that Determine How We Handle Relationships**

**Intuition & Empathy.** Our awareness of others' feelings, needs, and concerns. This competency is important in the workplace for the following reasons.

- Understanding others: an intuitive sense of others' feelings and perspectives, and showing an active interest in their concerns and interests
- Customer service orientation: the ability to anticipate, recognize, and meet customers' needs
- People development: ability to sense what others need in order to grow, develop, and master their strengths
- Leveraging diversity: cultivating opportunities through diverse people

**Political Acumen & Social Skills.** Our adeptness at inducing desirable responses in others. This competency is important in the workplace for the following reasons.

- Influencing: using effective tactics and techniques for persuasion and desired results
- Communication: sending clear and convincing messages that are understood by others
- Leadership: inspiring and guiding groups of people
- Change catalyst: initiating and/or managing change in the workplace
- Conflict resolution: negotiating and resolving disagreements with people
- Building bonds: nurturing instrumental relationships for business success
- Collaboration and cooperation: working with coworkers and business partners toward shared goals
- Team capabilities: creating group synergy in pursuing collective goals

### **Personal Competencies-Competencies that Determine How We Manage Ourselves**

**Self Awareness.** Knowing one's internal states, preferences, resources, and intuitions. This competency is important in the workplace for the following reasons.

- Emotional awareness: recognizing one's emotions and their effects and impact on those around us
- Accurate self-assessment: knowing one's strengths and limits
- Self-confidence: sureness about one's self-worth and capabilities

**Self Regulation.** Managing one's internal states, impulses, and resources. This competency is important in the workplace for the following reasons.

- Self-control: managing disruptive emotions and impulses
- Trustworthiness: maintaining standards of honesty and integrity
- Conscientiousness: taking responsibility and being accountable for personal performance
- Adaptability: flexibility in handling change
- Innovation: being comfortable with an openness to novel ideas, approaches, and new information

**Self Expectations & Motivation.** Emotional tendencies that guide or facilitate reaching goals. This competency is important in the workplace for the following reasons.

- Achievement drive: striving to improve or meet a standard of excellence we impose on ourselves
- Commitment: aligning with the goals of the group or organization

- Initiative: readiness to act on opportunities without having to be told
- Optimism: persistence in pursuing goals despite obstacles and setbacks