

Emotional Intelligence Domains & Associated Competencies Identified by Daniel Goleman in Primal Leadership

Personal Competence: these capabilities determine how we manage ourselves

Self-Awareness

- Emotional self-awareness: reading one's own emotions and recognizing their impact; using "gut sense" to guide decisions
- Accurate self-assessment: knowing one's strengths and limits
- Self-confidence: a sound sense of one's own self-worth and capabilities

Self-Management

- Emotional self-control: keeping disruptive emotions and impulses under control
- Transparency: displaying honesty and integrity; trustworthiness
- Adaptability: flexibility in adapting to changing situations or overcoming obstacles
- Achievement: the drive to improve performance to meet inner standards of excellence
- Initiative: readiness to act and seize opportunities
- Optimism: seeing the upside in events

Social Competence: these capabilities determine how we manage relationships

Social Awareness

- Empathy: sensing other's emotions, understanding their perspective, and taking active interest in their concerns
- Organizational awareness: reading the currents, decision networks, and politics at the organizational level
- Service: recognizing and meeting follower, client, or customer needs

Relationship Management

- Inspirational leadership: guiding and motivating with compelling vision
- Influence: wielding a range of tactics for persuasion
- Developing others: bolstering others' abilities through feedback and guidance
- Change catalyst: initiating, managing, and leading in a new direction
- Conflict management: resolving disagreements
- Building bonds: cultivating and maintaining a web of relationships
- Teamwork and collaboration: cooperation and team building