



Thrive!![®]
Coaching, Consulting & Training

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Goleman's Emotional Competency Skills¹

Personal Competence

Self-Awareness: one's preferences, resources and intuition

- Emotional awareness – recognizing your emotions and the effect of their expression
- Accurate Self-Assessment – Knowing one's strengths and limits
- Self-confidence – strong sense of self-worth and one's capabilities

Self-Regulation: one's internal states, impulses and resources

- Self-Control – Avoiding disruptive impulses and emotional outbursts
- Trustworthiness – upholding standards of honesty and integrity
- Conscientiousness – responsibility for personal results
- Adaptability – Flexibility in the face of change
- Innovation – being comfortable with the “new” – novel ideas, approaches and information

Motivation: tendencies that guide outcomes and results, setting and reaching goals

- Achievement drive – impetus to improve or seek excellence
- Commitment – ability to align with others
- Initiative – ability to act on opportunities
- Optimism – persisting positively in the face of obstacles and setbacks

Social Competence

Empathy: awareness of others' feelings, needs and concerns

- Understanding others – sensing their feelings and perspectives, being interested in their concerns
- Developing others – sensing others' needs and being willing to support and bolster them
- Service orientation – Anticipating, recognizing, acknowledging and addressing the needs of others
- Leveraging Diversity – cultivating opportunities by incorporating others' differences
- Political awareness – reading the emotional currents of groups and effectively handling power relationships and egos

Social Skills: being adept at inducing desirable responses in others

- Influence – Effective persuasion abilities
- Communication – listening openly and sending clear messages to get a desired response
- Leadership – ability to inspire and guide
- Change catalyst – ability to initiate and manage change
- Building bonds – nurturing and creating strong relationships important to support results
- Collaboration and cooperation – working with others toward shared goals
- Team capabilities – Creating group synergy to achieve collective goals

¹ Adapted from Goleman, Working With Emotional Intelligence, pp. 26-27; Bantam, 1998.