



TELEOS LEADERSHIP INSTITUTE

Emotional Intelligence Quadrants and Competencies

Self-Awareness

- **Emotional Self-Awareness:** recognizing how our emotions affect our behaviour and relationships
- **Accurate Self-Assessment:** knowing one's strengths and limits
- **Self-Confidence:** a sound sense of one's self-worth and capabilities

Self-Management

- **Emotional Self-Control:** managing emotions and impulses; channelling them in useful ways
- **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:** persistence in pursuing goals despite obstacles and setbacks

Social Awareness

- **Empathy:** sensing others' 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 Orientation:** recognizing and meeting the needs of followers and customers

Relationship Management

- **Inspirational Leadership:** guiding and motivating with a 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 a new direction
- **Conflict Management:** de-escalating disagreements and orchestrating resolutions
- **Teamwork and Collaboration:** cooperation and team-building

