

# Four-Quadrant Model of Social + Emotional Intelligence

Social and emotional intelligence is the ability to be aware of our own emotions and those of others, *in the moment*, and to use that information to manage ourselves and manage our relationships.

	<i>Self</i>	<i>Other</i>
<i>Awareness</i>	<p><b>Self-Awareness</b></p> <ul style="list-style-type: none"> <li>➤ Emotional Self Awareness</li> <li>➤ Accurate Self Assessment</li> <li>➤ Personal Power</li> </ul>	<p><b>Other Awareness</b></p> <ul style="list-style-type: none"> <li>➤ Empathy</li> <li>➤ Situational Awareness</li> <li>➤ Service Orientation</li> </ul>
<i>Management</i>	<p><b>Self Management</b></p> <ul style="list-style-type: none"> <li>➤ Behavioral Self Control</li> <li>➤ Integrity</li> <li>➤ Innovation &amp; Creativity</li> <li>➤ Initiative &amp; Bias for Action</li> <li>➤ Achievement Drive</li> <li>➤ Realistic Optimism</li> <li>➤ Resilience</li> <li>➤ Stress Management</li> <li>➤ Personal Agility</li> <li>➤ Intentionality</li> </ul>	<p><b>Relationship Management</b></p> <ul style="list-style-type: none"> <li>➤ Communication</li> <li>➤ Interpersonal Effectiveness</li> <li>➤ Powerful Influencing Skills</li> <li>➤ Conflict Management</li> <li>➤ Inspirational Leadership</li> <li>➤ Catalyzing Change</li> <li>➤ Building Bonds</li> <li>➤ Teamwork &amp; Collaboration</li> <li>➤ Coaching &amp; Mentoring Others</li> <li>➤ Building Trust</li> </ul>

# Four-Quadrant Model of Social + Emotional Intelligence

## Personal Competence

*These competencies determine how we manage ourselves*

- **Self-Awareness**

*Knowing one's internal states, preferences, resources, and intuitions*

- **Emotional self-awareness:** Recognizing one's emotions and their effects
- **Accurate self-assessment:** Knowing one's strengths and limits
- **Personal power:** A strong sense of one's self-worth and capabilities; self confidence

- **Self-Management**

*Managing ones' internal states, impulses, and resources*

- **Behavioral self-control:** Keeping disruptive emotions in check; impulse control
- **Integrity:** Maintaining high standards of honesty and ethics at all times
- **Innovation & creativity:** Actively pursuing new approaches and ideas
- **Initiative & bias for action:** Readiness to act on opportunities
- **Achievement drive:** Striving to meet a standard of excellence
- **Realistic optimism:** Expecting success; seeing setbacks as manageable; persisting in achieving goals despite obstacles and setbacks.
- **Resilience:** Perseverance and diligence in the face of setbacks
- **Stress management:** Working calmly under stress and pressure
- **Personal agility:** Readily, willingly, rapidly and effectively anticipating and adapting to change
- **Intentionality:** Thinking and acting "on purpose" and deliberately.

## Social Competence

*These competencies determine how we handle relationships*

- **Social Awareness – Other Awareness**

*Awareness of others feelings, needs, and concerns*

- **Empathy:** Sensing others' feelings and perspectives, and taking an active interest in their concerns
- **Situational awareness:** Reading a group's emotional currents and power relationships; being able to "size up" a situation and plan an appropriate response
- **Service orientation:** Anticipating, recognizing, and meeting customers' needs

- **Social Skills – Relationship Management**

*Adeptness at inducing desirable responses in others*

- **Communication:** Listening attentively and fostering open dialogue
- **Interpersonal effectiveness:** Possessing diplomacy, tact and interpersonal skills, and knowing how to use them to ease transactions and relationships with others; the ability to relate well and build rapport with all people
- **Powerful influencing skills:** Wielding effective tactics for persuasion
- **Conflict management:** Negotiating and resolving disagreements
- **Inspirational leadership:** Motivating, guiding and mobilizing individuals and groups; articulating a clear, compelling and motivating vision for the future
- **Catalyzing change:** Initiating, managing and leading change
- **Building bonds:** Nurturing and maintaining relationships, cultivating a wide network; connecting with others on a deeper rather than superficial level.
- **Teamwork & collaboration:** Working with others toward shared goals. Creating group synergy in pursuit of collective goals.
- **Coaching & mentoring others:** Identifying others' development needs and bolstering their abilities
- **Building trust:** Being trustworthy and ethical when working and relating to others; ability to establish a bond of trust with others.