

NCCIC Is a Service of the Child Care Bureau

10530 Rosehaven Street, Suite 400 • Fairfax, VA 22030 • Phone: 800-616-2242
Fax: 800-716-2242 • Email: info@nccic.org • Web: <http://nccic.acf.hhs.gov>

SELF-REFLECTION

EMOTIONAL INTELLIGENCE LEADERSHIP COMPETENCIES¹

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 own strengths and limits.
- Self-confidence: A sound sense of one's 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.
- 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 others' emotions, understanding their perspectives, 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, and customer needs.

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Relationship Management

- Inspirational leadership: Guiding and motivating with a compelling vision.
- Influence: Wielding a range of persuasion tactics.
- 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.