

**Worksheet Week 8 [2/2]****Module II: Collaborative Communication Skills Development****Topic: Emotional Intelligence**

Do you think these 2 main characters have these competences?

Competence	Dr. Don Shirley		Tony Lip	
	Y/N	If yes, which scenes?	Y/N	If yes, which scenes?
<b>1. Self-Awareness</b>				
1.1 Emotional self-awareness				
1.2 Accurate self-assessment				
1.3 Self-confidence				
<b>2. Self-Management</b>				
2.1 Self-control				
2.2 Transparency				
2.3 Adjustability				
2.4 Achievement orientation				
2.5 Initiative				
<b>3. Social Awareness</b>				
3.1 Empathy				
3.2 Organizational awareness				
3.3 Service orientation				
<b>4. Relationship Management</b>				
4.1 Inspirational leadership				
4.2 Developing others				
4.3 Influence				
4.4 Change catalyst				
4.5 Conflict management				
4.6 Building bond				
4.7 Teamwork & collaboration				

## Definition

### 1. Self-Awareness

- 1.1 **emotional self-awareness**, where you are able to read and understand your emotions as well as recognize their impact on work performance and relationships;
- 1.2 **accurate self-assessment**, where you are able to give a realistic evaluation of your strengths and limitations;
- 1.3 **self-confidence**, where you have a positive and strong sense of one's self-worth.

### 2. Self-Management

- 2.1 **self-control**, which is keeping disruptive emotions and impulses under control;
- 2.2 **transparency**, which is maintaining standards of honesty and integrity, managing yourself and responsibilities;
- 2.3 **adaptability**, which is the flexibility in adapting to changing situations and overcoming obstacles;
- 2.4 **achievement orientation**, which is the guiding drive to meet an internal standard of excellence;
- 2.5 **initiative**, which is the readiness to seize opportunities and act.

### 3. Social Awareness

- 3.1 **empathy**, which is understanding others and taking an active interest in their concerns;
- 3.2 **organizational awareness**, which is the ability to read the currents of organizational life, build decision networks and navigate politics;
- 3.3 **service orientation**, which is recognizing and meeting customers' needs.

### 4. Relationship Management

- 4.1 **visionary leadership**, which is inspiring and guiding groups and individuals;
- 4.2 **developing others**, which is the propensity to strengthen and support the abilities of others through feedback and guidance;
- 4.3 **influence**, which is the ability to exercise a wide range of persuasive strategies with integrity, and also includes listening and sending clear, convincing and well-tuned messages;
- 4.4 **change catalyst**, which is the proficiency in initiating new ideas and leading people in a new direction;
- 4.5 **conflict management**, which is resolving disagreements and collaboratively developing resolutions;
- 4.6 **building bonds**, which is building and maintaining relationships with others;
- 4.7 **teamwork and collaboration**, which is the promotion of cooperation and building of teams.

Reference: Goleman, D., Boyatzis, R. E., & McKee, A. (2013). *Primal leadership: Unleashing the power of emotional intelligence*. Harvard Business Press.