What is Social + Emotional Intelligence?

Social + 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 manager ourselves and our relationships effectively – even in challenging situations. It is a form of intelligence that drives our success in work and in life and in our relationships with others. While the concept of social and emotional intelligence is starting to become more widely understood, many are still somewhat unsure of exactly what it is and how it can add to their success on the job and in their personal lives.

Social and emotional intelligence is about being aware of ourselves and others, in the moment, and using that awareness to manage ourselves (our behavior, our responses to stressful or challenging situations), and manage our relationships with others.

The truth is, the most successful people in work and in life have the ability to manage themselves and manage their relationships with others.

Social and emotional intelligence (S+EI or sometimes referred to as EI or EQ) encompasses many skill sets, including stress management, resilience, managing conflict productively, powerful influencing skills, catalyzing change, teamwork and collaboration, building trust and much more.

Unfortunately, we see it most when it's lacking – think of the boss who explodes when a deadline is missed, or the co-worker whom no one trusts. These people are limited by their lack of S+EI skills

The good news? S+EI can be learned and strengthened throughout our lives. It's never too late to add these essential skills to your career strategy, and research concludes the fastest way to enhance your S+EI skills is through coaching.

What is the Social + Emotional Intelligence Profile (SEIP)™ used by Performance Mastery?

The Social + Emotional Intelligence Profile (SEIP)™ is the most comprehensive social and emotional intelligence assessment instrument on the market today, measuring 26 distinct social and emotional intelligence competencies. Now people can instantly see their strengths and potential vulnerabilities when it comes to social and emotional intelligence. The SEIP™ is available as a self-assessment electronically via the web, complete with practical suggestions on how an individual can strengthen and enhance his/her social and emotional intelligence. The SEIP™ is also available in a 360 version in which an individual's supervisor, peers, direct reports and other groups can provide anonymous, confidential feedback to the individual in order to help them become more aware of how they are perceived by others and their impact on others. Call (317) 822-8530 to learn more.

What competencies are measured by the Social + Emotional Intelligence Profile (SEIP)™?

The SEIP provides feedback on a total of 26 different competencies (outlined and defined on the following two pages). These 26 competencies fall into four broad categories:

- ➢ Awareness of Self
- ➢ Awareness of Others
- ➢ Self-Management
- ➢ Relationship Management

Four-Quadrant Model of Social + Emotional Intelligence

Social + 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.

	Self	**Other**
Awareness	**Self-Awareness** ➢ Emotional Self-Awareness ➢ Accurate Self-Assessment ➢ Personal Power	**Other Awareness** ➢ Empathy ➢ Situational/Organizational Awareness ➢ Service Orientation
Management	**Self-Management** ➢ Behavioral Self-Control ➢ Integrity ➢ Innovation & Creativity ➢ Initiative & Bias for Action ➢ Achievement Drive ➢ Realistic Optimism ➢ Resilience ➢ Stress Management ➢ Personal Agility ➢ Intentionality	**Relationship Management** ➢ Communication ➢ Interpersonal Effectiveness ➢ Powerful Influencing Skills ➢ Conflict Management ➢ Inspirational Leadership ➢ Catalyzing Change ➢ Building Bonds ➢ Teamwork & Collaboration ➢ Coaching & Mentoring Others ➢ Building Trust

Social + Emotional Intelligence: 26 Competencies

Personal Competence: *These competencies determine how we manage ourselves*

- **Self-Awareness**
  Knowing one's internal states, preferences, resources, and intuitions
    - **Emotional 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*

- **Other Awareness (Social 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

- **Relationship Management (Other Awareness or Social Skills)**
  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.