

IDEA IN PRACTICE

# Emotional Intelligence at Work

EI COMPONENT	DEFINITION	HALLMARK
<b>Self-awareness</b>	Knowing your emotions, strengths, weaknesses, values, and goals—and their impact on others	<ul style="list-style-type: none"> <li>— <i>Realistic self-assessment</i></li> <li>— <i>Openness to constructive criticism</i></li> <li>— <i>Self-confidence</i></li> </ul>
<b>Self-regulation</b>	Controlling or redirecting your disruptive emotions and impulses	<ul style="list-style-type: none"> <li>— <i>Trustworthiness</i></li> <li>— <i>Integrity</i></li> <li>— <i>Comfort with ambiguity and change</i></li> </ul>
<b>Motivation</b>	Initiating, driving and maintaining goal-oriented behaviors	<ul style="list-style-type: none"> <li>— <i>A passion for the work itself and for new challenges</i></li> <li>— <i>Positive energy to improve</i></li> <li>— <i>Optimism in the face of failure</i></li> </ul>
<b>Empathy</b>	Considering others' feelings especially when making decisions	<ul style="list-style-type: none"> <li>— <i>Strong desire to understand others</i></li> <li>— <i>Sense of responsibility for the well-being of others</i></li> <li>— <i>Embrace cross-cultural differences</i></li> </ul>
<b>Social Skill</b>	Managing relationships for engagement and collaboration	<ul style="list-style-type: none"> <li>— <i>Effectiveness in participating in and leading change</i></li> <li>— <i>Extensive networking</i></li> <li>— <i>Expertise in building and leading teams</i></li> </ul>

Adapted from "On Emotional Intelligence," *Harvard Business Review*, Chapter 1, "What Makes a Leader," Daniel Goleman, 2015.

CONNECT WITH US

3033 N. Clark Street, Chicago, IL 60657 | 773.883.0141  
opendooradvisorsinc.com