

EI Competencies from the EQ-i model (15 of them in 5 realms)

### **The Intrapersonal Realm**

This realm of emotional intelligence concerns what we generally refer to as the “inner self”. It determines how in touch with your feelings you are, how good you feel about yourself and about what you’re doing in life. Success in this area means that you are able to express your feelings, live and work independently, feel strong, and have confidence in expressing your ideas and beliefs.

#### Emotional Self Awareness

The ability to recognize your feelings and to differentiate between them, to know what you are feeling and why and to know what caused the feelings. Serious deficiencies in this area are found in those with alexithymia (the inability to express feelings verbally).

#### Assertiveness

Assertiveness is composed of three basic components: (1) the ability to express feelings (for example, to accept and express anger, warmth and sexual feelings); (2) the ability to express beliefs and thoughts openly (being able to voice opinions, disagree and take a definite stand, even it is emotionally difficult to do so and even if you have something to lose by doing so); and (3) the ability to stand up for personal rights (not allowing others to bother you or take advantage of you). Assertive people are not over controlled or shy – they are able to express their feelings (often directly) without being aggressive or abusive.

#### Independence

The ability to be self directed and self controlled in your thinking and actions and to be free of emotional dependency. Independent people are self reliant in planning and making important decisions. They may, however, seek and consider other people’s opinions before making the right decision for themselves in the end; consulting others is not necessarily a sign of dependency. Independent people are able to function autonomously – they avoid clinging to others in order to satisfy their emotional needs. The ability to be independent rests on one’s degree of self confidence and inner strength and the desire to meet expectations and obligations without becoming a slave to them.

#### Self Regard

The ability to respect and accept yourself as basically good. Respecting yourself is essentially liking the way you are. Self regard is the ability to appreciate your perceived positive aspects and possibilities as well as to accept your negative aspects and limitations and still feel good about yourself. It’s knowing your strengths and weaknesses, and liking yourself, “warts and all.” This conceptual component of emotional intelligence is associated with general feelings of security, inner strength, self assuredness, self confidence and feelings of self adequacy. Feeling sure of oneself is dependent upon self respect and self esteem, which are based on a fairly well developed sense of identity. People with good self regard feel fulfilled and satisfied with themselves. At the opposite end of the continuum are feelings of personal inadequacy and inferiority.

#### Self Actualization

The ability to realize your potential capacities. This component of emotional intelligence is manifested by becoming involved in pursuits that lead to a meaningful, rich and full life. Striving to actualize your potential involves developing enjoyable and meaningful activities and can mean a lifelong effort and an enthusiastic commitment to long term goals. Self actualization is an ongoing, dynamic process of striving toward the maximum development of your abilities and talents, of persistently trying to do your best and to improve yourself in general. Excitement about your interest energizes and motivates you to continue these interests. Self actualization is affiliated with feelings of self satisfaction.

### **The Interpersonal Realm**

This realm of emotional intelligence concerns what are known as people skills. Those who function well in this area tend to be responsible and dependable. They understand, interact with and relate well to others in a variety of situations. They inspire trust and function well as part of a team.

#### Empathy

The ability to be aware of, to understand and to appreciate the feelings and thoughts of others. Empathy is “tuning

in” (being sensitive) to what, how and why people feel and think the way they do. Being empathic means being able to “emotionally read” other people. Empathetic people care about others and show interest in and concern for them.

#### Social Responsibility

The ability to demonstrate that you are a cooperative, contributing and constructive member of your social group. This component of emotional intelligence involves acting in a responsible manner, even though you might not benefit personally, doing things for and with others, accepting others, acting in accordance with your conscience and upholding social rules. Socially responsible people have social consciousness and a basic concern for others, which is manifested by being able to take on community oriented responsibilities. They possess interpersonal sensitivity and are able to accept others and use their talents for the good of the collective, not just the self. People who are deficient in this ability may entertain antisocial attitudes, act abusively toward others and take advantage of others.

#### Interpersonal Relationships

The ability to establish and maintain mutually satisfying relationships that are characterized by intimacy and by giving and receiving affection. Mutual satisfaction includes meaningful social interchanges that are potentially rewarding and enjoyable and characterized by give and take. Positive interpersonal relationship skill is characterized by sensitivity toward others. This component of emotional intelligence is not only associated with the desire to cultivate friendly relations with others but with the ability to feel at ease and comfortable in such relations and to possess positive expectations concerning social intercourse.

#### **The Adaptability Realm**

This realm of emotional intelligence concerns your ability to size up and respond to a wide range of difficult situations. Success in this area means that you can grasp problems and devise effective solutions, deal with and resolve family issues and meet conflicts within your social group and in the workplace.

#### Problem Solving

The ability to identify and define problems as well as to generate and implement potentially effective solutions. Problem solving is multiphase in nature and includes the ability to go through a process of (1) sensing a problem and feeling confident and motivated to deal with it effectively; (2) defining and formulating the problem as clearly as possible (e.g., gathering relevant information); (3) generating as many solutions as possible (e.g., brainstorming); (4) making a decision to implement one of the solutions (e.g., weighing the pros and cons of each possible solution and choosing the best course of action); (5) assessing the outcome of the implemented solution; and (6) repeating this process if the problem still exists. Problem solving is associated with being conscientious, disciplined, methodical and systematic in persevering and approaching problems. This skill is also linked to a desire to do one’s best and to confront problems, rather than avoid them.

#### Reality Testing

The ability to assess the correspondence between what’s experienced and what objectively exists. Reality testing involves “tuning in” to the immediate situation. It is the capacity to see things objectively, the way they are, rather than the way we wish or fear them to be. Testing this degree of correspondence involves a search for object evidence to confirm, justify and support feelings, perceptions and thoughts. The emphasis is on pragmatism, objectivity, the adequacy of your perception and authentication of your ideas and thoughts. An important aspect of this component involves the ability to concentrate and focus when trying to assess and cope with situations that arise. Reality testing is associated with a lack of withdrawal from the outside world, a tuning in to the immediate situation and lucidity and clarity in perception and thought processes. In simple terms, reality testing is the ability to accurately “size up” the immediate situation.

#### Flexibility

The ability to adjust your emotions, thoughts and behaviour to changing situations and conditions. This component of emotional intelligence applies to your overall ability to adapt to unfamiliar, unpredictable and dynamic circumstances. Flexible people are agile, synergistic and capable of reacting to change, without rigidity. These people are able to change their minds when evidence suggests that they are mistaken. They are generally open to and tolerant of different ideas, orientations, ways and practices. Their capacity to shift thoughts and behaviours is not arbitrary or whimsical, but rather in concert with shifting feedback they are getting from their environment. Individuals who lack this capacity tend to be rigid and obstinate. They adapt poorly to new situations and have little

capacity to take advantage of new opportunities.

### **The Stress Management Realm**

This realm of emotional intelligence concerns your ability to withstand stress without caving in, falling apart, losing control or going under. Success in this area means that you are usually calm, rarely impulsive and cope well under pressure. In the workplace, these skills are vital if you customarily face tight deadlines or must juggle many demands on your time. At home, they enable you to simultaneously maintain a busy household and be mindful of your physical health.

#### **Stress Tolerance**

The ability to withstand adverse events and stressful situations without falling apart by actively and positively coping with stress. This ability is based on (1) a capacity to choose courses of action for dealing with stress (being resourceful and effective, being able to come up with suitable methods, knowing what to do and how to do it); (2) an optimistic disposition toward new experiences and change in general and toward your own ability to successfully overcome the specific problem at hand; and (3) a feeling that you can control or influence the stressful situation by staying calm and maintaining control. Stress tolerance includes having a repertoire of suitable responses to stressful situations. It is associated with the capacity to be relaxed and composed and to calmly face difficulties without getting carried away by strong emotions. People who have good stress tolerance tend to face crises and problems rather than surrendering to feelings of helplessness and hopelessness. Anxiety, which often results when this component is not functioning adequately, has an ill effect on general performance because it contributes to poor concentration, difficulty in making decisions and somatic problems such as sleep disturbance.

#### **Impulse Control**

The ability to resist or delay an impulse, drive or temptation to act. Impulse control entails a capacity for accepting your aggressive impulses, being composed and controlling aggression, hostility and irresponsible behaviour. Problems in impulse control are manifested by low frustration tolerance, impulsiveness, anger control problems, abusiveness, loss of self control and explosive and unpredictable behaviour.

### **The General Mood Realm**

#### **Happiness**

The ability to feel satisfied with your life, to enjoy yourself and others and to have fun. Happiness combines self satisfaction, general contentment and the ability to enjoy life. Happy people often feel good and at ease in both work and leisure; they are able to "let their hair down" and enjoy the opportunities for having fun. Happiness is associated with a general feeling of cheerfulness and enthusiasm. It is a by product and/or barometric indicator of your overall degree of emotional intelligence and emotional functioning. A person who demonstrates a low degree of this component may possess symptoms of depression, such as a tendency to worry, uncertainty about the future, social withdrawal, lack of drive, depressive thoughts, feelings of guilt, dissatisfaction with life and, in extreme cases, suicidal thoughts and behaviour.

#### **Optimism**

The ability to look at the brighter side of life and to maintain a positive attitude even in the face of adversity. Optimism assumes a measure of hope in one's approach to life. It is a positive approach to daily living. Optimism is the opposite of pessimism, which is a common symptom of depression.

Taken from the book "The EQ Edge" by Steven Stein and Howard Book