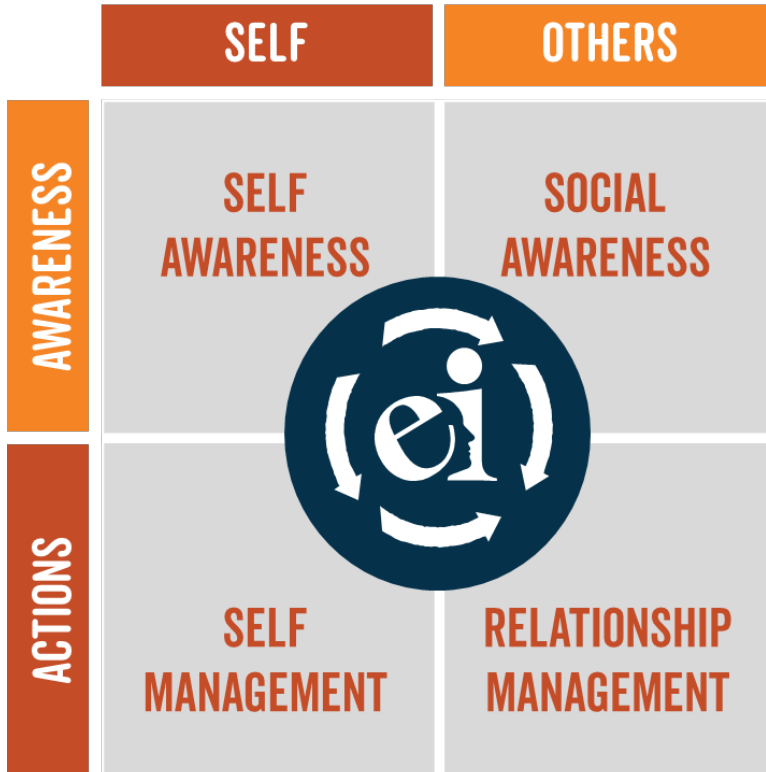


EMOTIONAL INTELLIGENCE



SELF-AWARENESS

- Emotional self-awareness

SELF-MANAGEMENT

- Emotional self-control
- Achievement orientation
- Adaptability
- Positive outlook

SOCIAL AWARENESS

- Empathy
- Organisational awareness

RELATIONSHIP MANAGEMENT

- Influence
- Coach and mentor
- Inspirational leadership
- Teamwork
- Conflict management

EMOTIONAL INTELLIGENCE:

“THE CAPACITY FOR RECOGNIZING OUR OWN FEELINGS AND THOSE OF OTHERS, FOR MOTIVATING OURSELVES, FOR MANAGING EMOTIONS WELL IN OURSELVES AND IN OUR RELATIONSHIPS”

Daniel Goleman

