

# EMOTIONAL COMPETENCE FRAMEWORK

Domain	VISIBLE BEHAVIOURS			
<b>Personal competence</b>	<p style="text-align: center;"><b>Emotional awareness</b></p> <p><i>Know emotions you're feeling &amp; why Realise the links between your feelings and what you think, do, and say Recognise how your feelings affect your performance</i></p>	<p style="text-align: center;"><b>Accurate self-assessment</b></p> <p><i>Aware of your strengths &amp; weaknesses Reflective, learning from experience Open to feedback, new perspectives, and growth Sense of humour</i></p>	<p style="text-align: center;"><b>Self-Confidence</b></p> <p><i>Has self-assurance and presence Is decisive, able to make sound decisions despite uncertainties and pressures You can easily handle ambiguity</i></p>	<p style="text-align: center;"><b>Ethical</b></p> <p><i>Awareness of your values and goals provide a guide Will voice views that are unpopular and go out on a limb for what is right</i></p>
<b>Self-Regulation</b>	<p style="text-align: center;"><b>Self-control</b></p> <p><i>You manage your impulsive feelings and distressing emotions well You are composed, positive, and unflappable even in trying moments You think clearly and remain focused under pressure</i></p>	<p style="text-align: center;"><b>Trustworthiness</b></p> <p><i>Your behaviour is above reproach No B-S! You build trust through reliability and authenticity Admit your own mistakes Take tough, principled stands</i></p>	<p style="text-align: center;"><b>Conscientiousness</b></p> <p><i>True to your word Meet your commitments Hold yourself accountable In work you're organised and careful – professional!</i></p>	<p style="text-align: center;"><b>Adaptability</b></p> <p><i>You smoothly handle multiple demands, shifting priorities, and change Your responses and tactics adapt to fit changing circumstances You're flexible in how you see events</i></p>
<b>Self-Motivation</b>	<p style="text-align: center;"><b>Achievement drive</b></p> <p><i>Results-oriented Set challenging goals and take calculated risks Strive to improve your performance</i></p>	<p style="text-align: center;"><b>Commitment</b></p> <p><i>A strong sense of purpose in your work You create understanding and obligation between two parties You don't give up easily</i></p>	<p style="text-align: center;"><b>Initiative</b></p> <p><i>Are ready to seize opportunities Do more than what's required Bend silly rules to get the job done Engage &amp; motivate others</i></p>	<p style="text-align: center;"><b>Optimism</b></p> <p><i>Persist despite obstacles and setbacks Operate from hope of success rather than fear of failure Problems are for learning and growth</i></p>
<b>Social Competence</b>	<p style="text-align: center;"><b>Empathy</b></p> <p><i>Sense other's feelings Show sensitivity Very attentive to emotional cues Listen well</i></p>	<p style="text-align: center;"><b>Service Orientation</b></p> <p><i>Understand customer needs and expectations Appreciate customer perspectives De-escalates complaints</i></p>	<p style="text-align: center;"><b>Developing Others</b></p> <p><i>Naturally drawn to help others succeed You offer useful feedback for others A mentor, coach, and facilitator of growth in others</i></p>	<p style="text-align: center;"><b>Understanding Environmental Dynamics</b></p> <p><i>Global mindset Create environments where all thrive Accurately read social politics and complex situations</i></p>
<b>Social Skills</b>	<p style="text-align: center;"><b>Influence</b></p> <p><i>Are skilled at storytelling and persuasion Builds consensus and support Leads by example</i></p>	<p style="text-align: center;"><b>Communication</b></p> <p><i>Straightforwardly deal with issues Listen well, seek mutual understanding, and welcome sharing of information Receptive to both bad &amp; good news</i></p>	<p style="text-align: center;"><b>Leadership</b></p> <p><i>Creates enthusiasm for vision &amp; mission Steps forward to lead as needed Guides the performance of others while holding them accountable</i></p>	<p style="text-align: center;"><b>Change catalyst</b></p> <p><i>Recognise the need for change and remove barriers Challenge the status quo Champion the change</i></p>
	<p style="text-align: center;"><b>Conflict management</b></p> <p><i>Handle difficult people and tense situations with diplomacy and tact Encourage debate and open discussion Spot potential conflict, bring disagreements into the open, and help deescalate</i></p>	<p style="text-align: center;"><b>Building bonds</b></p> <p><i>Cultivate and maintain informal networks Seek out beneficial relationships Build rapport and keep others in the loop Make and maintain personal friendships among work associates</i></p>	<p style="text-align: center;"><b>Collaboration and cooperation</b></p> <p><i>Balance a focus on task with attention to relationships Share plans, information, and resources Promote a friendly, cooperative climate Nurture opportunities for collaboration</i></p>	<p style="text-align: center;"><b>Team capabilities</b></p> <p><i>Model team qualities like respect, helpfulness, and cooperation Create active &amp; enthusiastic participation Build team identity &amp; commitment Protect group reputation; share credit</i></p>