

Empathy	Recognising how others feel, being able to see things from their perspective and nurturing contact and enjoy many different people.
Understanding others	Discerning the feelings behind the needs and wants of others and to be actively interested in what is on their mind.
Contributing to other people's development	Sensing others' needs for development and bolster their abilities.
Service Orientation	To anticipate, discover, and meet customers' needs.
Leveraging diversity	Cultivate opportunities through diverse people.
Political awareness	Reading a group's emotional currents and power relationships.
Social skills	Being good at dealing with emotions in relation to others and being able to read social situations and networks accurately. Being able to get along with others smoothly. To use these skills to persuade and lead, negotiate and settle disagreements, for collaboration and teamwork. The ability to elicit desired reactions in others.
Influence	Wielding effective tactics of persuasion
Communication	To listen with an open mind and to send clear and compelling signals.
Conflict Management	To negotiate and resolve disputes.
Leadership	To inspire and manage individuals and groups.
Change catalyst	To initiate and manage change processes.
Building bonds	To nurture instrumental relationships.
Collaboration and co-operation	To work with others toward shared goals.
Team capabilities	To create group synergy in pursuing collective goals.

FIGURE 4.20
Dimensions and Skills in Emotional Intelligence.