

Emotional Literacy

Tool for reflection to help C.A.N.I. (Constant And Never-ending Improvement)

C.A.N.I process

1: Complete your own self-reflection

Think of examples for each competence - where you have got it right or got it wrong, in work, social or personal situations.

Jot down 1 example of a situation when you've demonstrated this emotional competence and 1 example of a situation when you could have been more competent.

2: Choose a teammate / colleague / friend and ask them to reflect about you

Ask them to think of examples for each competence where you have got it right and got it wrong in work, socially or personally.

Ask them to jot down 1 example of a situation when you've demonstrated this emotional competence and 1 example of a situation when you could have been more competent.

3: Look at both C.A.N.I. reflections and discuss where there are differences

4: Decide which of these competencies it is a priority for you to improve

Draft a goal and action plan to help you focus on improving that competence, that fits in with what you currently do personally, professionally and socially.

Decide who you would like to help you and agree with them what they'll do to help.

5. *Review, Review, Review* – winners in any field review constantly:

1. *What did I want to happen?*
2. *What actually happened?*
3. *What was the gap?*
4. *What am I going to do about it?*

Use this 5-point scale for each competency:

- 1 - rarely get it right
- 2 - get it right occasionally
- 3 - get it right sometimes
- 4 - get it right most of the time
- 5 - get it right all the time and help others get it right

My Emotional Literacy Date:

Personal Competence

These competencies determine how we manage ourselves.

Self-awareness

Knowing my internal states, preferences, resources and intuitions

Emotional awareness: I recognise my emotions and their effects	1 2 3 4 5	Examples:
Accurate self-assessment: I know my strengths and limits	1 2 3 4 5	Examples:
Self-confidence: I have a strong sense of my self-worth and capabilities	1 2 3 4 5	Examples:

Self-regulation

Managing my internal states, impulses and resources

Self-control: I keep disruptive emotions and impulses in check	1 2 3 4 5	Examples:
Trustworthiness: I maintain standards of honesty and integrity	1 2 3 4 5	Examples:
Conscientiousness: I take responsibility for personal performance	1 2 3 4 5	Examples:
Adaptability: I flexibly handle change	1 2 3 4 5	Examples:
Innovation: I am comfortable with novel ideas, approaches and new information	1 2 3 4 5	Examples:

Motivation

Emotional tendencies that help us reach our goals

Achievement drive: I strive to improve and achieve a standard of excellence	1 2 3 4 5	Examples:
Commitment: I align myself with the goals of the group or organization i am with	1 2 3 4 5	Examples:
Initiative: I readily act on opportunities	1 2 3 4 5	Examples:
Optimism: I am persistent in pursuing goals despite obstacles and setbacks	1 2 3 4 5	Examples:

Social Competence

These competencies determine how we handle relationships

Social skills

Skilful at bringing about desirable responses in others

Influence: I use effective tactics for persuasion	1 2 3 4 5	Examples:
Communication: I listen openly and send convincing messages	1 2 3 4 5	Examples:
Conflict management: I negotiate and resolve disagreements	1 2 3 4 5	Examples:
Leadership: I inspire and guide individuals and groups	1 2 3 4 5	Examples:

Social skills (cont)

Skilful at bringing about desirable responses in others

Change catalyst: I initiate or manage change	1 2 3 4 5	Examples:
Building bonds: I nurture important relationships	1 2 3 4 5	Examples:
Collaborating and cooperation: I work with others towards shared goals	1 2 3 4 5	Examples:
Team capabilities: I create group cohesion in pursuing shared goals	1 2 3 4 5	Examples:

Empathy

Awareness of others' feelings, needs and concerns

Understanding others: I sense others' feelings and perspectives and take an active interest in their concerns	1 2 3 4 5	Examples:
Developing others: I sense others' development needs and boost their abilities	1 2 3 4 5	Examples:
Helping: I anticipate, recognise and meet others' needs	1 2 3 4 5	Examples:
Networking: I cultivate opportunities through different kinds of people	1 2 3 4 5	Examples:
Social awareness: I read a group's emotional currents and power relationships	1 2 3 4 5	Examples:

Based on Daniel Goleman's Emotional Competence Framework.

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