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| SOCIAL SKILLS | To be good at managing emotions in relation to others and to be able to read social situations and networks precisely; to be able to associate with others without friction; to use these skills to persuade and lead, negotiate and settle disagreements, to cooperate and work in teams. The ability to produce the desired reactions in others. |
| Influence | To master efficient persuasion strategies. |
| Communication | To listen with an open mind and give clear, convincing messages. |
| Conflict management | To negotiate and settle disputes |
| Leadership | To inspire and control individuals and groups. |
| Catalyze change | To implement and manage change processes. |
| Create attachment | To cultivate useful relationships. |
| Cooperate | To work with others toward a common goal. |
| Team spirit | To create group synergy in the work aimed at collective objectives. |

FIGURE 3.13
Dimensions and skills in emotional intelligence.