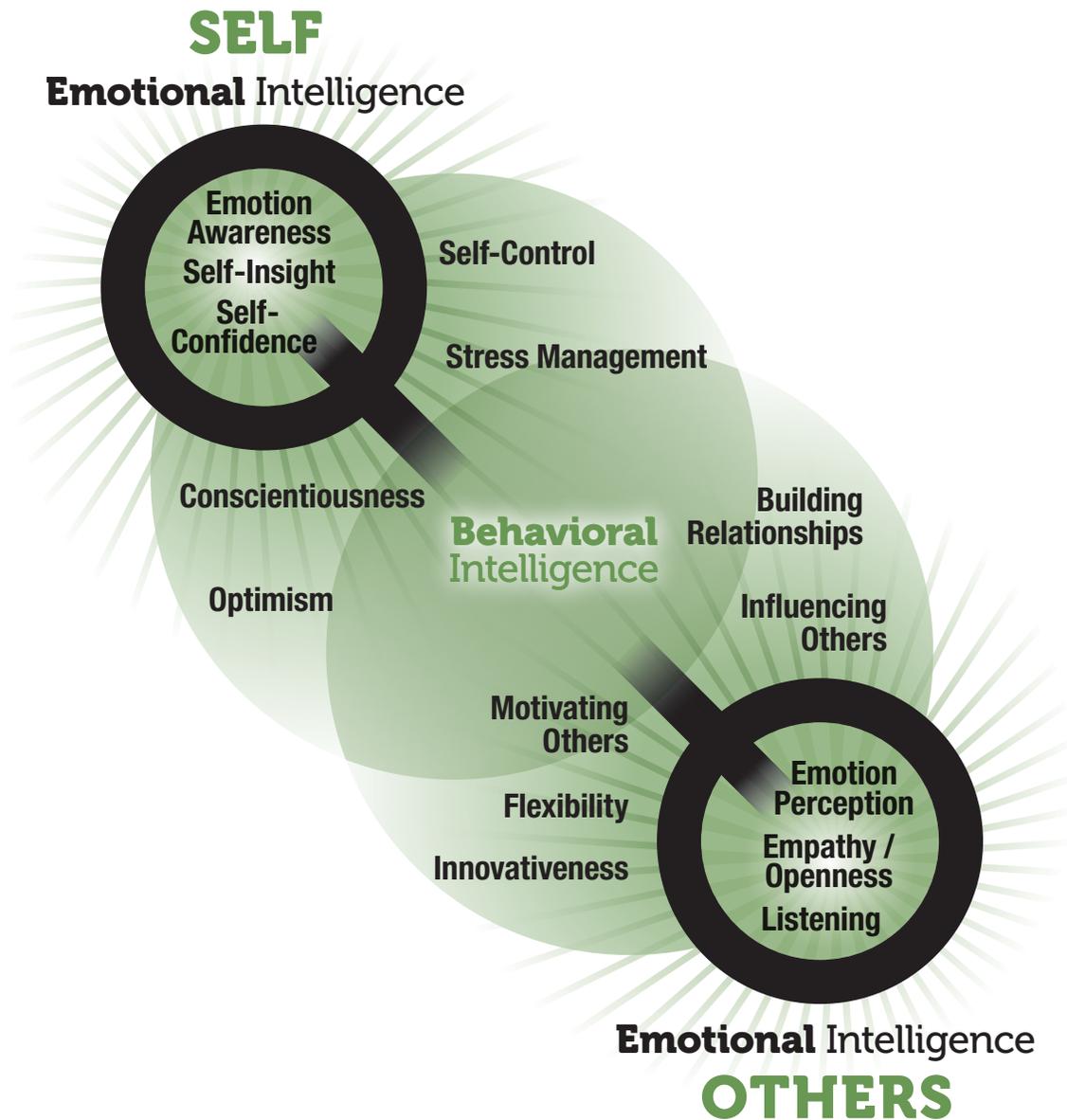


# The Behavioral EQ Model™

TRACOM's Behavioral EQ (BEQ) Model incorporates both Emotional and Behavioral Intelligence.

Emotional Intelligence has two elements – related to oneself and also awareness of others. These are represented by the two smaller circles in the model.

Behavioral Intelligence is the larger part of the model. This graphic represents that Behavioral Intelligence is in the external world and reality in which people operate, whereas EQ is internal and outside of people's ability to see.



## Elements of the Behavioral EQ Model

### Emotional Intelligence – Self

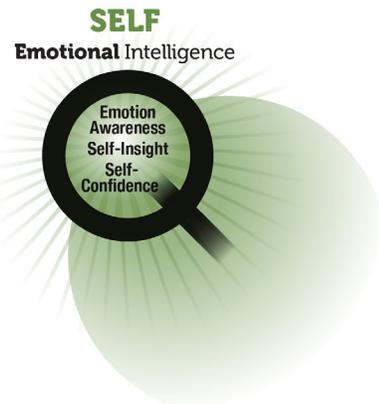
**Emotion Awareness** – awareness of one’s own emotions and their impact on outward behavior.

**Self-insight** – the accuracy of one’s awareness of personal strengths and limitations. Includes openness to feedback and self-development

**Self-confidence** – feelings of self-worth and personal competence.

An indicator of confidence and the ability to convey this confidence to others

### SELF Emotional Intelligence



Emotion Awareness  
Self-Insight  
Self-Confidence

### SELF



### Behavioral Intelligence – Self

**Self-control** – the ability to control emotions and impulsive urges. It is an indicator of ability to stay composed and focused

**Stress Management** – the ability to withstand pressure and regulate reactions to stress

**Conscientiousness** – the capacity to take personal responsibility for performance

**Optimism** – the ability to maintain a positive perspective and achieve goals even in difficult circumstances

### Emotional Intelligence – Others

**Emotion Perception** – the ability to perceive and understand emotions others are expressing

**Empathy/Openness** – the ability to consider someone else’s perspective and display openness to others’ viewpoints

**Listening** – the ability to actively listen and display an understanding of communications



### Behavioral Intelligence – Others

**Building Relationships** – the ability to develop and maintain meaningful and positive relations with others

**Influencing Others** – the ability to persuade others

**Motivating Others** – the ability to motivate and guide others toward a vision or goal

**Flexibility** – the ability to adapt to new circumstances and changing priorities

**Innovativeness** – the capacity to generate novel ideas and be open to new information.

