

EMOTIONAL COMPETENCE

System · Tactics · Foundation · Analysis

DEFINITION

Emotional competence is the ability to notice emotions, make sense of them, and direct them effectively. It treats feelings as information and as drivers of action, not as a disruption.

The matrix links four levels (emotionality, system, tactics, foundation) with five stances, from accepting to inquiring.

	accept	allow	direct focus	understand	inquire
emotionality	accept emotions as an essential part of life and a driver of action	allow embrace and welcome rather than ignore or suppress	direct focus attention steers action when capacity is limited	understand a professional grasp of how emotions work takes out the drama	inquire stay open, curious and humble; ask rather than assume
system	perceive without judgment take in everything, withhold judgment	analyze holistically capture complexity, reduce to the essentials	specify & classify coherence with person, matter, goal, context	regulate & direct decide on strategy and target emotion	let go & stop weigh priorities, gauge your own impact
tactics	loosen mind & body calm the nervous system, the body stores stress	test hypotheses reality has layers, examine core beliefs	choose a strategy step in · step out, opposite acting	train sensitivity sharpen the senses across all three strategies	live in balance avoid one-sidedness, let go of extremes
foundation	collaborate with emotions like friends who are not always right	accept impermanence emotions follow a curve	practice leniency a lived culture of mistakes rather than perfectionism	test & set boundaries extend resilience, trust your own competence	secure support seek out a reflective environment

Core Messages

Analysis Map

Function Map · Basic Emotions

perceive without judgment

analyze holistically

specify & classify

regulate & direct

let go & stop

What is it about?

Which feelings and bodily sensations show up? How intense are they, and how are they judged?

Who says what about the situation and the people involved, and how? What explanations, assumptions and beliefs are in play? What is the overall climate?

What motives, intentions and needs come through, and how? How intense are they? How urgent?

Who wanted to achieve exactly what? What has to happen, at minimum? Who expects what from whom?

What was done, or left undone? What triggered the situation? How often does it recur for the same reason?

What have the reaction patterns and approaches been so far?

What is the actual payoff of these reactions?
short-term and long-term pros and cons

triggering moment

emotion & target emotion

thoughts & underlying mood

needs & wishes

goals & expectations

behavior & impulses

patterns & strategy

Where is it heading?

Which emotions am I aiming for? How do I create calm and composure, for myself and for others?

Where is a shift in thinking needed now? Which convictions and core attitudes are central and constructive? What position do I take?

How do I work with others to weigh, constructively, what is appropriate and feasible?

What do the roles and tasks require? Which goal am I aiming for? What is critical to success?

What options for expression and action are available? How do I make them sustainable? How do I recognize what works?

How do I act with intention? Which approach is worth pursuing going forward, and under what circumstances?

strategies
1) step in · 2) step out · 3) opposite acting

How long have these reactions been showing up?

If the assumptions and beliefs hold true, what is the case, and for whom?

If the assumptions and beliefs do NOT hold true, what is the case, and for whom?

What do all those involved gain? What do I need to decide on my own?

How do those involved arrive at a workable plan?

What truly matters, and holds together, for everyone involved?

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FUNCTION MAP - BASIC EMOTIONS

	feelings that often go with it are ...	what tends to help (+) or hurt (!) is ...	typical action impulses are ...	possible triggers are ...
anger	displeasure & frustration rage & aggression provocation envy & vindictiveness	+ sustain energy for action + take on tensions and resolve them ! suppress a diversity of interests ! damage relationships	destroy reshape motivate assert	obstacle resistance confrontation power
anticipation	interest & alertness results orientation attention hope	+ move purposefully toward something + pave the way for the future ! flee from reality ! lose focus and grounding	scout examine explore evaluate	learning attraction expectation shaping
joy	composure joy & humor enthusiasm contentment	+ act without pressure or expectation + give positive, encouraging impulses ! gloss over the unpleasant ! distract oneself to avoid	repeat draw closer unite be free	pleasure rest self-preservation being & fulfillment
trust	acceptance recognition & adoration intimacy kindness & leniency	+ create stable social structures + assign responsibility by potential ! let group dynamics take over ! exclude what is different	care for take in commit belong	connectedness community care & nurture closeness & unity
fear	worry & embarrassment panic & horror guilt & shame jealousy	+ ensure safety from harm + secure existential resources ! give something up to fit in ! sink into paralysis	protect ensure survival flee submit	attack threat powerlessness protection
surprise	bewilderment astonishment uncertainty contradiction	+ widen the scope for action + find concrete challenges ! avoid decisions ! turn into a weathervane	recognize orient pause stop action	the unexpected the new search complexity
sadness	heavy-heartedness grief melancholy pensiveness	+ enable deep empathy + honor what is and what was ! sink into self-pity ! fall into negative patterns	preserve let go understand feel with	loss & parting looking back support reintegration
disgust	boredom weariness aversion & resistance revulsion	+ move away from the unfavorable + avoid destructive consequences ! fend off impulses to grow ! block progress	reject fend off turn away clear out	toxicity harm overload overwhelm