

COMPOSURE

competency



Difficulty



Easy
Stroll

Tough
Climb

Composure

Effective performers maintain emotional control, even under ambiguous or stressful circumstances. They are able to demonstrate emotions appropriate to the situation and continue performing steadily and effectively.

Level	Performance Indicators and Behavioral Examples
4 Strategic	<ul style="list-style-type: none">• Sets an overall positive emotional tone for the organization (e.g., professional, composed, optimistic, etc.).• Continues to perform effectively under extremely challenging circumstances.• Can be counted on to exhibit the calm, controlled demeanor required of executive leadership role.• Leads the organization through changing or ambiguous situations with appropriate emotions.
3 Advanced	<ul style="list-style-type: none">• Sets appropriate emotional tone within area of responsibility; helps others regain emotional control.• Uses emotional detachment to transmit appropriate emotional tone to the group or function.• Retains emotional control even under the most stressful circumstances.
2 Applied	<ul style="list-style-type: none">• Understands the need to demonstrate appropriate emotions in positions of responsibility.• Is reliably calm, cool and collected.• Demonstrates ability and comfort in adapting to changing situations.• Is comfortable; does not appear distressed when challenged.
1 Elementary	<ul style="list-style-type: none">• Able to remain composed during the normal stress and ambiguity present in the work environment.• Reacts to change with appropriate emotions.• Does not reinforce inappropriate emotions in others; remains suitably neutral when required.• Remains effective in new and unusual circumstances; overcomes inherent stresses.
0 Inadequate	<ul style="list-style-type: none">• Appears uncomfortable in ambiguous or stressful situations.• Has inappropriate emotional outbursts.• Loses emotional control, even in routine work settings.• Gets caught up in emotions of others.• Fails to maintain productivity in stressful circumstances.

Significance

Inappropriate or extreme emotion can reduce your effectiveness—it can cloud your judgment, muddle your message or poison the atmosphere. It is especially important that leaders constructively demonstrate emotions for appropriate emphasis and control less constructive emotions when necessary.

Best Ways To Develop

Learn to monitor your emotional state and practice controlling expression of your feelings. This is a difficult competency to master, making it a good idea to garner a support community.

Improving Your Capacity

Exercise is extremely important for managing stress and staying composed. Diet and sleep are also key ingredients.

Humor and comedy can lighten your mood and spirit.

Balance your life. Have hobbies and outside interests.

Develop friendships—it is important to have social support.

Compartmentalize different parts of your life and live this part in this moment.

Identify any potentially distracting emotion, freeze-frame it, and refocus yourself on the task at hand.

Read: *Emotional Intelligence: 10th Annual Edition; Why It Can Matter More than IQ* by Daniel Goleman.

Read: *The 7 Habits of Highly Effective People* by Stephen Covey.

Start Today

Take a walk! It's good exercise and stress relief.

Identify negative emotions you experience today and vent them in a letter you will never send.

Share a joke or funny story; make light of a stressful situation.

Tips

- Be aware that your emotions as the leader directly influence your team's emotions and stability.
- Keep providing the spark and passion; it is vital to organizational energy.
- Don't strive for constant calmness or you may appear dispassionate, insensitive.
- Identify your personal stressors and stress relievers; cultivate techniques to relieve stress.

Remember, the key to improving competency is not just learning about the skill but choosing a takeaway and developing an action plan to put new behaviors into practice until it becomes a natural response.

Development Action Planning Form

Step 1: Choose a competency area to develop.

Target Competency: _____

Step 2: Describe a positive outcome in the target area of competence; include your vision of a preferred future state.

Goal Statement: _____

Vision Statement: _____

Step 3: List the benefits of achieving your desired end state.

Benefits: _____

Step 4: Brainstorm the actions you might take to achieve your goal. For each, anticipate obstacles and options for overcoming them.

Action Steps	Obstacles	Options
1.		
2.		
3.		

Step 5: Finalize your action steps based on your brainstorming in Step 4. Now, list each action you must take to achieve your goal, including time frames and resources you will need.

Action Steps	Time Frames	Resources
1.		
2.		
3.		

Lipscomb's CORE Competency Development Program helps improve the competency areas that are critical to achieving your life and career goals. Through course materials, suggested practice opportunities and personalized coaching, competency-based education focuses on developing a new set of skills you can apply to daily life. Visit [Lipscomb Online](#) for more information on our Certificate, Undergraduate, and Graduate degree programs.