

SOCIAL MASTERY

Working with and through our people



Social Mastery is the development and application of emotional and social competence to generate high functioning individuals and teams who aim to achieve results with, and through our people.

It is a skill that can be developed with time and effort, and underpins the ability for team members to effectively manage themselves and relationships with others. Social Mastery fosters a culture of teamwork and inclusion.

When you achieve Social Mastery, you are including others, creating followership and upholding the ADF values of Service, Courage, Respect, Integrity and Excellence.

Social Mastery consists of:

Self-Awareness: Understands own emotions and their impact on individual performance. Recognises own strengths, acknowledges gaps and works to close them.

Social Awareness: Recognises and understands the moods and feelings of other individuals and groups. Recognises social cues and dynamics.

Self-Management: Manages emotional reactions to situations and people. Adapts to changing circumstances in a healthy and constructive manner.

Relationship Management: Manages social interactions and builds relationships successfully through the understanding of own emotions and those of others.



Social Mastery Competencies

	FOUNDATION	INTERMEDIATE	ADVANCED	MASTER
	Being part of a team	Achieving with the team	Leading the team	Leading teams of teams
RELATIONSHIP MANAGEMENT Building relationships collaboratively	Listens without interrupting. Chooses appropriate words and ways of communicating.	Accepts constructive and honest feedback. Maintains effective relationships with the team.	Provides constructive and honest feedback. Deals positively with issues to maintain team cohesion.	Engages genuinely and with credibility at all levels. Sets and explains the shared vision and purpose.
SELF-MANAGEMENT Regulating emotions. Adapting to change.	Controls emotional responses. Controls behaviour towards others.	Remains calm when challenged. Is inclusive and open to others.	Manages own energy and creativity. Invests time in developing self and others.	Focuses own energy and presence for deliberate effect. Invests time in developing leaders.
SOCIAL AWARENESS Understanding others. Fitting in.	Engages fairly with team members. Shows respect for others.	Encourages others to contribute. Supports the team leader.	Harnesses the mix of skills and abilities of the team. Trusts the team to deliver.	Unites across team boundaries. Builds networks based on trust.
SELF-AWARENESS In touch with own emotions. Working towards goals.	Aware of own emotions and mental state. Aware of personal expectations and goals.	Balances thoughts with feelings before responding. Balances team goals with personal expectations.	Is accountable to the team and self. Sets realistic goals for self as part of the team.	Sets and exemplifies the shared values. Celebrates team wins, shares the lessons learned.