



Interpersonal Impact

Competency Focus

Building meaningful, effective relationships that positively influence clients, colleagues, and the profession. This behavioral competency is essential to delivering value as a financial planner and thriving in collaborative, client-centered environments.

Sub-Competencies

1 Cultural Effectiveness

2 Emotional Intelligence

3 Conveys Mature Confidence

4 Inspires Trust

5 Networks and Collaborates

Proficiency Overview

FOUNDATIONAL

- Demonstrates openness, empathy, and awareness of diverse perspectives
- Regulates personal emotions and communicates needs clearly
- Acknowledges mistakes and listens actively
- Fulfills responsibilities consistently and follows through

INTERMEDIATE

- Applies DEI principles in team practices and client work
- Maintains composure under pressure and uses empathy to understand others
- Shares responsibility, praises others, and applies humility
- Builds trust through candid communication and alignment of values

ADVANCED

- Leads systemic inclusion efforts and facilitates bias awareness
- Builds resilience in self and others; fosters emotionally intelligent environments
- Encourages open feedback, addresses conflict with confidence
- Resolves misalignment with empathy and protects all stakeholders' interests