Personal Information

1. Name:

2. Age : [ ] 21-25 [ ] 26-30 [ ] 31-35  
          [ ] 36-40 [ ] 41-45 [ ] 46 and above

3. Sex : [ ] M [ ] F

4. Department and Designation:

5. Name of the organization currently employed and location:

6. Total work experience
   [ ] Less than 5 yrs [ ] 5-10yrs [ ] 11-15yrs  
   [ ] 16-20 yrs [ ] More than 20 yrs

7. Years of Experience with current organization :
   [ ] Less than 3 yrs [ ] 3-6yrs, [ ] 7-10yrs  
   [ ] 10-15 yrs [ ] More than 15 yrs

8. Number of years held in the current position:

9. Is your spouse working: [ ] yes [ ] no
SECTION I
Instructions : Select the best alternative for each of these questions

1. Marjorie felt more and more ashamed, and began to feel worthless. She then felt
   a. overwhelmed       b. depressed
   c. ashamed           d. self-conscious        e. jittery

2. Kenji felt content as he thought of his life, and the more he thought about the
   good things he had done and the joy his acts had brought to others, the more he
   felt ________
   a. surprised       b. depressed       c. acceptance
   d. happiness    e. amazement

3. Natalie had never been more surprised in her life. But as she recovered a bit
   from the shock of the loss and realized she could gain some advantage from the
   situation if she planned carefully she became __________
   a. amazed        b. confused        c. denying of the situation
   d. expectant  e. pensive

4. Nelson was saddened by the news from home and wanted to express his sincere
   regret. Men he heard that he had not been told right away that matters were
   worse than he at first thought he felt ____________
   a. anger and surprise    b. sadness and anticipation
   c. shock and regret      d. fear and loathing
   e. anger and sorrow

5. Rashard is usually quite happy at work and things also go well at home. He
   thought that he and his co-workers were generally fairly paid and treated well.
   Today, everyone in his unit received a modest across-the-board pay increase as
   part of corporate-wide adjustments in salary. Rashard felt __________
   a. surprised and shocked     b. peaceful and quiet
   c. content and elated        d. humbled and guilty
   e. proud and dominant

6. Glenda loved Jake, who she felt belonged only to her. She began to see him as
   perfect for her and close to perfection in general. She
   a. respected him      b. admired him       c. envied him
   d. adored him        e. resented him
7. Tatiana was annoyed that a co-worker took credit for a project, and when he did it again she felt ____________
   a. anger  b. annoyance  c. frustration
d. startled  e. depression

8. After Charlie's car was stolen, he installed a car alarm in his new car: When his new car was also stolen, he first felt shock and surprise, and then ____________
   a. amazement and astonishment  b. helplessness, despair and anger
c. anger and disgust  d. jealousy and envy
e. depression and contempt

9. When Steve discovered that several students were cheating on exams, he thought it was morally wrong. When he told the teacher, the teacher said there was nothing he could do about it. Steve planned to pursue the matter with a school administrator because he felt _________ by what had happened.
   a. enlivened  b. enraged  c. disgusted
d. depressed  e. saddened

10. Matt had been hurt by one of his closest friends and was feeling angry. Matt told his friend how he felt, and when the friend did it again, Matt became
    a. angry  b. fearful  c. very annoyed  d. worried  e. enraged

11. Theresa watched television so as to follow a hurricane's progress up the coast near where her parents lived. As the hurricane moved towards her parents' house, she felt anxious and helpless. At the last minute, however, it turned away, leaving that area of the coastline unharmed. She felt ____________
    a. relief and gratitude  b. surprise and shock
c. tense and relieved  d. anticipation and anxiety
e. anticipation and calmness

12. A woman who felt secure and accepted, later felt depressed. What happened in between?
    a. she received a compliment intended for someone else
    b. she discovered her husband was cheating her
c. a friend became ill
d. a package she mailed to a friend was delivered to the wrong address
e. she was frustrated by a bad job she did on a project
13. A child who was happily anticipating his birthday later felt sad. What most likely happened in between?
   a. a bully insulted him and he fought back
   b. two friends who he was hoping would come never made it to the party
   c. he ate too many cakes
   d. his mother embarrassed him in front of the other children
   e. his father accused him of something he did not do

14. A middle-aged woman was happy and shortly thereafter felt disapproving. What most likely happened in between?
   a. her son injured himself slightly at work
   b. she realized she had hurt her close friend's feeling
   c. her daughter-in-law was late for a family dinner
   d. her husband criticized her
   e. she lost a book that was important to her

15. A man was feeling rested and then felt admiration. What happened in between?
   a. while resting, the man solved an important problem at work
   b. the man heard a story about a sports hero who set a new world record
   c. his friend called to say he had just purchased a new sports car at a great price
   d. a package arrived with a gift from his mother
   e. his doctor called to say his check-up indicated he was healthy

16. A woman felt anticipation and then she felt love. What happened in between?
   a. she gave a donation and thought about the people she would help
   b. she bought a dress that was very flattering
   c. she read a fan magazine about a star she found very appealing
   d. her mother called to tell her she was sending her a birthday gift that would be a surprise
   e. she went on a date and discovered many things in common with an attractive man

17. An executive in a corporation felt displeased and then resentful. What happened, in between?
   a. a subordinate failed to achieve his sales goals for the period
   b. another officer in the company, whom he believed to be incompetent, won a pay
   c. he read a news item about people in another part of the world living in poverty and how a major charity was facing obstacles in their relief efforts
d. his wife was helping his children with their homework  
  e. no one seemed to like him

18. A woman was angry and then felt guilty. What happened in between?  
  a. she lost the phone number of a friend who was very close to her  
  b. she didn't finish a job as well as she had hoped to because she didn't have enough time  
  c. she expressed anger at her friend, who she discovered hadn't done anything to hurt her  
  d. she lost a close friend  
  e. she was angry that someone gossiped about her, and then discovered that others were saying the same thing.

19. A man liked his friend and then despised him. What happened in between?  
  a. his friend lost an expensive book he loaned him  
  b. his friend betrayed his wife  
  c. his friend won a raise he didn't deserve  
  d. his friend said he was moving away  
  e. the man felt he had hurt his friend and it was partly his friend's fault

20. A woman loved someone and then felt secure. What happened in between?  
  a. she learned the other person loved her in return  
  b. she decided not to expose her feelings  
  c. her lover went away  
  d. she told the other person that she loved him  
  e. her love itself brought about security
SECTION II
Instructions: Select the best alternative for each of these questions

1. A feeling of concern most closely combines the emotions of ________________
   a. Love, anxiety, surprise, anger
   b. Surprise, pride, anger, fear
   c. Acceptance, anxiety, fear, anticipation
   d. Fear, joy, surprise, embarrassment
   e. Anxiety, caring, anticipation

2. Another word for "consistently anticipating pleasure" is ________________
   a. Optimism   b. Happiness   c. Contentment
   d. Joy   e. Surprise

3. Acceptance, joy and warmth often combine to form ________________
   a. Love   b. Amazement   c. Anticipation
   d. Contentment   e. Acceptance

4. Combining the feeling of disgust and anger results in ________________
   a. Guilt   b. Rage   c. Shame
   d. Hatred   e. Contempt

5. A sad surprise leads to ________________
   a. Disappointment   b. Amazement   c. Anger
   d. Fear   e. Regret

6. Sadness, guilt and regret combine to form ________________
   a. Grief   b. Annoyance   c. Depression
   d. Remorse   e. Misery

7. Relaxation, security and serenity are all parts of ________________
   a. Love   b. Fatigue   c. Expectancy
   d. Calmness   e. Anticipation
8. Fear, joy, surprise and embarrassment are all parts of ________________
   a. Esteem   b. Awe   c. Puzzlement
   d. Respect   e. Sympathy

9. Shame, surprise and embarrassment are combined in the feeling of __________
   a. Jealousy   b. Sadness   c. Guilt
   d. Envy   e. Humiliation

10. Admiration, love and anxiety are all parts of ________________
    d. Pride   e. Worry

11. Joy, excitement and uncertainty are all parts of the feeling of
    a. Liveliness   b. Anticipation   c. Anxiety
    d. Calmness   e. Serenity

12. Sadness and satisfaction are both sometimes part of the feeling of ______
    a. Nostalgia   b. Anxiety   c. Anticipation
    d. Depression   e. Contempt
SECTION III
Instructions : Select the best alternative for each of these questions

1. Mara woke up feeling pretty well. She had slept well, felt well rested, and had no particular cares or concerns. How well would each action help her preserve her mood?

Action 1: She got up and enjoyed the rest of the day.
   d. Some what effective   e. Very effective

Action 2: Mara enjoyed the feeling and decided to think about and appreciate all the things that were going well for her.
   d. Some what effective   e. Very effective

Action 3: She decided it was best to ignore the feeling since it wouldn't last anyway.
   d. Some what effective   e. Very effective

Action 4: She used the positive feeling to call her mother, who had been depressed, and tried to cheer her up.
   d. Some what effective   e. Very effective

2. Andrew works as hard, if not harder, than one of his colleagues. In fact, his ideas are usually better at getting positive results for the company. His colleague does a mediocre job but engages in office politics so as to get ahead. So, when Andrew's boss announces that the annual merit award is being given to his colleague, Andrew is very angry. How effective would each action be in helping Andrew feel better?

Action 1: Andrew sat down and thought about all the good things in his life and his work.
   d. Some what effective   e. Very effective

Action 2: Andrew made a list of the positive and negative traits of his colleague.
   d. Some what effective   e. Very effective
Action 3: Andrew felt terrible that he felt that way, and he told himself that it wasn't right to be so upset over an event not under his control.
d. Some what effective   e. Very effective

Action 4: Andrew decided to tell people what a poor job his colleague had done, and that he did not deserve the merit award. Andrew gathered memos and notes to prove his point, so it wasn't just his word.
d. Some what effective   e. Very effective

3. Jane did not know when her bills were due, how many more bills would be arriving soon, or if she could pay them. Then her car began making strange noises and her mechanic said it would cost so much to fix that it might not be worth it. Jane can't fall asleep easily, she wakes up several times at night, and she finds herself worrying all the time. How effective would each of the following actions be in reducing her worry?

Action 1: Jane tried to work out what she owed, how much was due, and when it was due.
d. Some what effective   e. Very effective

Action 2: Jane learned deep-relaxation techniques to calm herself down.
d. Some what effective   e. Very effective

Action 3: Jane got the name of a financial planner to help her figure out how to manage her finances
d. Some what effective   e. Very effective

Action 4: She decided to look for a job that paid more money.
d. Some what effective   e. Very effective

4. Nothing seems to be going right for Ed. There just isn't much in Ed's life that he enjoys or that brings him much pleasure. Over the next year, how effective would each of the following actions be at making Ed feel better?

Action 1: Ed started to call friends he hadn't spoken to in a while and made plans to see a few people.
d. Some what effective   e. Very effective
Action 2: He started to eat better, to get to bed earlier, and to exercise more.
   a. Very ineffective  
b. Some what ineffective  
c. Neutral
   d. Some what effective  
e. Very effective

Action 3: Ed felt that he was bringing people down and decided to stay by himself more until he could work out what was bothering him. He felt he needed time alone.
   a. Very ineffective  
b. Some what ineffective  
c. Neutral
   d. Some what effective  
e. Very effective

Action 4: Ed found that relaxing in front of the TV at night, with a beer or two, really helped him to feel better.
   a. Very ineffective  
b. Some what ineffective  
c. Neutral
   d. Some what effective  
e. Very effective

5. As Robert drove home from work, a tractor-trailer truck cut him off. He didn't even have time to honk his horn. Robert quickly swerved to the right to avoid getting hit. He was furious. How effective would each of the following actions be in dealing with his anger?

Action 1: Robert taught the truck driver a lesson by cutting him off a few miles down the highway.
   a. Very ineffective  
b. Some what ineffective  
c. Neutral
   d. Some what effective  
e. Very effective

Action 2: Robert just accepted that these things happen and drove home.
   a. Very ineffective  
b. Some what ineffective  
c. Neutral
   d. Some what effective  
e. Very effective

Action 3: He yelled as loud as he could, and cursed and swore at the trucker
   a. Very ineffective  
b. Some what ineffective  
c. Neutral
   d. Some what effective  
e. Very effective

Action 4: He vowed never to drive on that highway again.
   a. Very ineffective  
b. Some what ineffective  
c. Neutral
   d. Some what effective  
e. Very effective
SECTION IV
Instructions: Select the best alternative for each of these questions

1. John developed a close friend at work over the last year. Today, that friend completely surprised him by saying he had taken a job at another company and would be moving out of the area. He had not mentioned he was looking for other jobs. How effective would John be in maintaining a good relationship, if he chose to respond in each of the following ways?

Response 1: John felt good for him and told his friend that he was glad he got the new job. Over the next few weeks, John made arrangements to ensure they stayed in touch.

   a. Very ineffective  
   b. Some what ineffective  
   c. Neutral  
   d. Some what effective  
   e. Very effective

Response 2: John felt sad that his friend was leaving, but he considered what happened as an indication that the friend did not much care for him. After all, the friend said nothing about his job search. Given that his friend was leaving anyway, John did not mention it, but instead went looking for other friends at work.

   a. Very ineffective  
   b. Some what ineffective  
   c. Neutral  
   d. Some what effective  
   e. Very effective

Response 3: John was very angry that his friend had not said anything. John showed his disapproval by deciding to ignore his friend until the friend said something about what he had done. John thought that if his friend did not say anything, it would confirm John's opinion that the friend was not worth talking to.

   a. Very ineffective  
   b. Some what ineffective  
   c. Neutral  
   d. Some what effective  
   e. Very effective

2. Roy's teacher has just called Roy's parents to say that Roy is doing poorly in school. The teacher tells Roy's parents that their son is not paying attention, is being disruptive and can't sit still. This particular teacher does not do well with active boys, and Roy's parents wonder what is really going on. Then the teacher says that their son will be left back unless he improves. The parents feel very angry. How helpful to their son is in each of these reactions?

Response 1: The parents told the teacher that this was a big shock to them since this was the first time they had ever heard there was a problem. They asked to meet with the teacher and also requested if the principal could attend the meeting.

   a. Very ineffective  
   b. Some what ineffective  
   c. Neutral  
   d. Some what effective  
   e. Very effective
Response 2: The parents told the teacher that if she continued to threaten to have their son repeat the grade, they would take it up with the principal. They said if your son is left back, we will hold you personally responsible. You are the teacher and your job is to teach, not to blame the student.

d. Some what effective  e. Very effective

Response 3: Roy's parents hung up on the teacher and called the principal. They complained about the teacher's threats and asked that their son be moved to a different classroom.

d. Some what effective  e. Very effective

3. Everything is going well, for Liz while others have been complaining about work, Liz has just gotten a promotion and a decent price. Her children all are very happy and doing well in school, her marriage is stable and very happy. Liz is starting to feel very self important and finds herself tempted to brag about her life to her friends. How effective would each of the following responses be for maintaining her relationships?

Response 1: Since everything is so good, it is ok to feel proud of it. But Liz also realized that some people see it as bragging, or may be jealous of her and so she only talked to close friends about her feelings.

d. Some what effective  e. Very effective

Response 2: Liz started to think of all the things that would possibly go wrong in the future so, she could gain perspective on her life. She saw that good feelings don't always last.

d. Some what effective  e. Very effective

Response 3: Liz shared his feelings with her husband that night. Then she decided that the family should spend time together on the weekend and yet involved in several family events just to be together.

d. Some what effective  e. Very effective
SECTION V

Please indicate your performance based on the following statements (RBPS).

Response format: 1=Needs much improvement, 2=Needs some improvement, 3=Satisfactory, 4=Good, 5=Excellent

JOB (doing things specifically related to ones job description)
1. Quantity of work output
2. Quality of work output
3. Accuracy of work
4. Customer service provided (internal and external)

Career obtaining the necessary skills to progress through ones organization)
5. Obtaining personal career goals
6. Developing skills needed for his/her future career
7. Making progress in his/her career
8. Seeking out career opportunities

Innovator (Creativity and innovation in ones job and organization as a whole)
9. Coming up with new ideas
10. Working to implement new ideas
11. Finding improved ways to do things
12. Creating better processes and routines

Team (working with coworkers and team members, toward success of the firm)
13. Working as a part of a team or a work group
14. Seeking information from others in his/her work group
15. Making sure his/her work group succeeds
16. Responding to the needs of others in his/her work group

Organization (going above the call of duty in ones concern for the firm)
17. Doing things that helps others when it’s not part of his/her job
18. Working for the overall good of the company
19. Doing things to promote the company
20. Helping so that the company is a good place to be
SECTION VI

Please indicate the Emotion displayed by you during an interaction with customers (ELS)

Response format: 1=Never, 2=Rarely, 3=Sometimes, 4=Often, 5=Always.

1. A typical interaction I have with a customer takes about _____ minutes

2. Display specific emotions required by your job

3. Show some strong emotions

4. Make an effort to actually feel the emotions that I need to display to others

5. Adopt certain emotions required as part of your job

6. Display many different emotions when interacting with others

7. Express particular emotions needed for your job

8. Hide my true feeling about a situation

9. Express intense emotions

10. Really try to feel the emotions I have to show as part of my job

11. Express many different emotions

12. Resist expressing my true feelings

13. Display many different emotions when interacting with others

14. Pretend to have emotions that I don’t really have