EMOTIONAL INTELLIGENCE SCALE

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Know your emotional quotient (EQ) This test measures some areas of your personal and professional life. This is a psychological test that will help you to know more about yourself. The 15 questions given below will measure your emotional reactions to different situations. Answer on the basis of how you FEEL and not what your THINK. There are no right or wrong answers. Answers honestly and do not spend too much time on any one item. Usually your first response is the best response. Do not leave any question unanswered and complete the test in a single sitting. Use a separate response sheet for your answers.

The test:

1. You have been ignored for a promotion by the management for which you were eligible. Moreover, one of your juniors has been promoted. You are upset and fell frustrated. What do you do?
   a. Talk it over with your boss and ask for reconsideration of the management’s decision.
   b. Start abusing the colleague who superseded you.
   c. Move to court and obtain a stay order to get justice.
   d. Identify your shortcomings and try to improve your performance.

2. A freshly recruited professional graduate joins your organization as a management trainee. After a few weeks, she complains to you that her superiors and subordinates were not taking her seriously. What will you suggest to her?
   a. Ask her to handle the situation herself and not bother you with trivial matters.
   b. Tell her that such behaviour should be ignored.
   c. Ask her to be bold, face the challenge and overcome the problem.
   d. Empathise with her and help her figure out ways to get others to work with her.

3. At the workplace, due to some misunderstanding, your colleagues stop talking to you. You are convinced that it was no fault of yours. How will you react?
   a. Wait till they come and start talking again.
   b. Take the initiative, go forward and start talking to them.
   c. Let things take their own time to improve.
   d. Ask someone to mediate.
4. You get into an argument with your colleague in the course of which you end up personally attacking him/her. However, you never intended to tarnish the image of your colleague. How will you tackle this ugly situation?
   a. Sit calmly and consider what triggered off the argument and was it possible to control your anger at the point of time.
   b. Avoid future arguments and leave the scene.
   c. Apologise to your colleague.
   d. Continue with the argument till you reach some definite conclusion.

5. Imagine you are an insurance salesperson approaching prospective clients to purchase insurance policies. A dozen people in a row slam the door on your face. What will you do?
   a. Blame yourself and stop work for the day.
   b. Reassess your capabilities as an insurance salesperson.
   c. Come out with fresh strategies to overcome similar situations in future.
   d. Contact the clients again some other day.

6. While speaking to an audience, you:
   a. Find it difficult to convey your ideas.
   b. Find that only a part of the audience follows your speech.
   c. Are comfortable in conveying your ideas to the audience.
   d. Don’t know if the audience is following you or not.

7. You are on an aircraft and suddenly the pilot announces that it has been hijacked by the terrorists. Everyone is in a state of shock. What will be your reaction?
   a. Blame yourself for choosing an inauspicious day for travelling.
   b. Be in emotional control and attend to the instructions of the pilot/air hostess.
   c. Continue to read your magazine and pay little attention to the incident.
   d. Cry out and vow not to travel by air in future.

8. Imagine that you are a police officer posted in a sensitive area. You get information of violent ethnic clashes between two religious communities in which people have been killed from both sides and property damaged. What action will you take?
a. Decide not to visit the spot personally as there may be a danger to your life.

b. Relax— this is not the first time riots have occurred.

c. Try to handle the situation by taking all desired remedial measures.

d. Reach the spot and assuage the feelings of the victims.

9. Your grown up son starts arguing with you every now and then. He tells you that you cannot impose your outdated attitudes and irrelevant values on him. How will you tackle him?

   a. Accept his statement in helplessness and take a low-profile position in the family.

   b. Send him to a psychologist to learn adjust with his environment.

   c. Manage your feelings and explain your point of view as patiently as possible.

   d. Talk to him and understand his feelings, beliefs and attitudes.

10. In an argument, if you lose, you:

   a. Feel totally beaten.

   b. Wait for the next opportunity to beat your opponents.

   c. Winning and losing are part of the game.

   d. Analyse the reasons for the loss.

11. You are a professor in a college; while taking a class, a student comments that you have not prepared the topic properly and you are just passing the time. How will you react?

   a. Report to the principal of the college about the behavior of the student.

   b. Ask the student to leave the classroom.

   c. Ask him/her to meet you after the class in your chamber to explain what he/she wants.

   d. Listen to the needs of the class and promise to prepare the topic properly in future.

12. As the CEO of a company, while taking a meeting with the union, one of the union leaders levels serious allegations of corruption and favouritism against you. How will you react?

   a. Continue with the discussion and listen to their demands with a cool head.

   b. Suspend the union leader from the job.

   c. Cancel further negotiation and ask the union leader to apologise first.
d. Leave the room after assigning the responsibility to your subordinate to continue with the meeting.

13. You had an argument with your spouse on some trivial family matter and are not on speaking terms for sometime. The situations is causing mental disturbance to both of you. What will you do?
   a. Stick to your stand; after all you were never at fault.
   b. Ask your spouse to mend ways if he/she wants peace at home.
   c. Try to break the ice by analyzing the reasons for the conflict and ease the situation.
   d. Wait for your spouse to make the first move to restore normalcy.

14. You hail from a rural area and take admission in a city college. You find your classmates taunting you as you are not smart and are unable to speak good English. How do you react?
   a. Ignore them.
   b. Shout back and tell them to mind their own business.
   c. Leave studies half way and go back to your village.
   d. Accept their challenge and prove that you can match them.

15. When someone directly criticizes your behaviour:
   a. Tend to close up and some listening.
   b. Carefully listen to their opinion.
   c. Tend to get upset about it.
   d. Think of ways to change your behaviour.
Response Sheet for Emotional Intelligence Test

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