

EMOTIONAL INTELLIGENCE TEST

INSTRUCTIONS TO CANDIDATES:

1. Please do not mark anything on this booklet
2. Answers to be marked in separate answer sheet
3. Read carefully below mentioned guideline before starting the exercise

KNOW YOUR EMOTIONAL INTELLIGENCE QUOTIENT (EQ)

This test measures some areas of your personal and professional life. This is a psychological test which will help you learn more about yourself. The questionnaire given below will measure your emotional reactions to different situations. Answer the questions on the basis of how you FEEL and not what you THINK. There is no right or wrong answers. Answer honestly and do not spend too much time on any one item. Usually your first response is the best response. Do not leave any questions unanswered and complete the test in a single sitting. Indicate your response by putting a cross ☒ in one of the boxes under alternatives a, b, c, d or e in the response sheet.

If you want to change an answer, put a horizontal line on the indicated cross, like ☒ and mark your next answer by a ☒. Do not erase any answer you have marked.

Be sure that you put the answer to each statement; make certain that each question is answered.

THE QUESTIONNAIRE

1. You have just learnt that you have been ignored for a promotion by the management for which you are eligible. Moreover, one of your juniors has been selected for the same promotion. You are upset and feeling frustrated. What do you do?
 - a. Ignore it - it was your bad luck.
 - b. Talk it over with your boss, bringing out the facts about your contribution and ask for reconsideration of the management's decision.
 - c. Start abusing the colleague who superseded you", leveling allegations of manipulation and corruption against him and instigate the union leaders to organize protests against management.
 - d. Move to court and obtain a stay order, and vow to teach a befitting lesson to the management through legal battle.
 - e. Resign from the organisation.

2. A freshly recruited smart first-class 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 her?
 - a. Suggest that she handle the situation herself and not to bother you for trivial matters.
 - b. Tell her that such behavior is typical of most organizations and she should ignore it.
 - c. Suggest that she undergo behavioral training to learn interpersonal skills.
 - d. Empathize with her and help her figure out ways to get others to work with her.
 - e. Tell her to look for another job.

3. As a production manager you are taking a weekly review meeting which also has some women employees. You overhear a male employee telling an offensive joke about women employee. What do you do?
 - a. Ignore it - it is only a joke.
 - b. Call the employee in your office after the meeting and pull him up.
 - c. Send the employee to attend a sensitivity training programme for changing, his prejudices.
 - d. Ask the women employees to protest in writing so that **you can take** appropriate action.
 - e. Announce on the spot that such jokes are inappropriate and shall not be tolerated in your organization.

4. **In a fit of anger**, you have got into an argument with your colleague that has led to personal attacks from both sides. The entire office is witness to the unpleasant episode. You and your colleague had actually never intended to tarnish the image of each other. How will you tackle this ugly situation?
 - a. Sit calmly and consider what triggered the argument between you and your colleague and was it possible to control your anger at the point of time.
 - b. Avoid arguments and leave the scene.
 - c. Apologize and ask your colleague to apologize too.
 - d. Continue with the argument till you reach at some definite conclusion.
 - e. Complain to the management against your colleague.

5. Imagine you are an insurance salesperson approaching prospective clients to purchase insurance policies. A dozen people in a row shut the door on your face and you are feeling frustrated. What will you do?
 - a. Blame yourself and stop work for the day.
 - b. Reassess your capabilities as an insurance sales person.
 - c. Come out with fresh strategies to overcome similar failures in future.
 - d. Think of changing your job.
 - e. Contact the clients again some other day.

6. Imagine you are a site engineer of a large construction company. A worker suddenly slips down and dies. There is a violent reaction and you are **surrounded** by the agitated workers. What will you do?
- Call the **police/management** and let them decide the further course of action.
 - Threaten the agitating workers with dire consequences if they do not cool I down immediately.
 - Reason with the workers and explain the safety measures you had taken to prevent such incidents.
 - Call the agitated workers for a dialogue and ask for their suggestions so that such incidents do not occur in future.
 - Find an opportunity to slip away from the scene.
7. You are accompanying your friend from Delhi to Agra in his car. You notice another car loaded with children suddenly overtaking your car and cutting sharply in front of you abruptly. Your friend, who is driving the car, gets nervous as he had to apply the brakes immediately to avoid hitting the other car. What would be your reaction at the time ?
- Tell your friend to stop and relax for some time rather than continue driving.
 - Tell your friend to chase the other car and stop it.
 - Yell at the driver of the other car.
 - Tell your friend to smile and thank God that everyone is safe.
 - Just ignore what had happened as a very minor incident.
8. You are on an aircraft and suddenly the pilot announces that it has been hijacked by terrorists. Everyone is in a state of shock, nervousness, and utter confusion. What will be your reaction?
- Blame yourself for choosing an inauspicious day for travelling.
 - Attend to the instructions of the pilot/air hostess and ask the other fellow passengers to do the same.
 - Continue to read your magazine and pay little attention to the incident.
 - Cry out and vow not to travel by air in future.
 - Falsely claim that you are a heart patient needing medical attention and beg the hijackers to release you.

9. Imagine that you are a police officer posted in a sensitive area. You get information that there have been violent ethnic clashes between two religious communities and a large number of people have been killed from both sides and property has been damaged. What action will you take?
- Decide not to visit the spot personally as there may be danger to your life the *fury of the public*.
 - Take your time to respond - in any case this is not the first time riots have occurred.
 - Try to handle the situation tactfully-assuage the feelings of both communities-tracking down the reasons for the clash, and taking all desired remedial measures.
 - Send your subordinate inspector to study the situation.
 - Arrange to handover the dead to the respective families after getting the postmortem done.
10. You have grown-up son who starts arguing with you every now and then on matters relating to your personal and social life. One day he tells you that you have dictated your terms to the family for very long and cannot continue to exercise the authority anymore. He also tells you that as a father you cannot impose your outdated attitudes and irrelevant values on him. **He further** confronts you and says that he is an adult and henceforth he will take all major decisions. You are disturbed at his defiant behavior. How will you tackle him?
- Accept his statement in helplessness and take a low profile position in the family.
 - In disgust, tell him to leave home and find a separate place for himself.
 - Send him to a psychologist to learn to adjust with his environment.
 - For the time being delay the arguments, manage your feelings, sit with him and explain your point of view as patiently as possible without making the situation tense.
 - Ignore his hostile comments and change the topic of discussion.

11. This morning an old man was driving his old Fiat car on the wrong side with his little grandson on his lap. He was too careless to switch on the indicator before turning the car and in the process dashed onto the bonnet of Maruti Car which you were driving. How will you behave at this time?
- Just smile at the old man and ask him to be grateful to God for his grandson, who was safe.
 - Get annoyed at the old man. and shout at him.
 - Ask for compensation for the damage.
 - Give the old men a long lecture on how to drive safely.
 - Call the police.
12. Imagine you are a doctor and you have operated upon a cancer patient in the morning. When you go home for lunch you receive a call that the patient has developed some complications and you decide to rush back to the hospital. You are held up at the traffic light, as the signal is red. You wait impatiently and when the signal turns green you start your car without noticing a scooterist in front and hit him. He loses his balance but regains it with great difficulty, What will you do now?
- Immediately stop the car, get out, introduce yourself and apologize
 - Ignore him and keep moving.
 - Thank God that **nothing** serious had happened.
 - Stop for a moment, collect you thoughts and move towards the hospital.
 - Tell the scooterist what has happened and continue driving.

13. You are a General Manager of a large production company. Next week there is a board meeting and your department is expected to prepare the annual report. You get a call from one of the production units in another state that there is a strike and your presence is urgently required to negotiate With the union. You delegate the responsibility to your Assistant General Manager to get the report prepared for the board meeting in time and leave the city. When you return you are perplexed to find that your Assistant General Manager has not prepared the report and the board meeting is schedule for the next day. What do you do?
- Feel remorse for your decision to delegate to the wrong person.
 - Get worked up and fire the Assistant General Manager for failing to carry out your instructions.
 - Complete the work yourself to avoid embarrassment before the board.
 - Understand the difficulties faced by the Assistant General Manager in getting the work completed, motivate him saying that it could still be done and make a plan to sit long hours to complete the job in time.
 - Send the Assistant General Manger for further training to sharpen his managerial skills.
14. You are a professor in a college and while taking a class one of your students comments that your style of teaching is not good, that you have not prepared the topic properly and also that you are just passing time. How will you react it?
- Report to the Principal of the college about the behavior of the student.
 - Ask him to leave the classroom and tell him in strong words that you cannot change your teaching style.
 - Ask him to meet you after the class in your chamber.
 - Listen to the need of the class and promise to prepare the topic properly in future.
 - Ignore him and continue with lecture.

15. As the CEO of a company you are involved in a meeting with the union leaders on their pending demands. During the meeting one of the union leaders shouts at you saying that you are a big liar and levels serious allegations of corruption and favoritism against you. You are very upset. How will you react to the remarks of the union leaders?
- a. Just ignore what he said, continue with the discussion and listen to their demands with a cool frame of mind.
 - b. Suspend him from the job.
 - c. Cancel further negotiations and ask him to apologize first.
 - d. Advice him not to make personal remarks.
 - e. Leave the room after assigning the responsibility to your subordinate to continue with the negotiations.



Answer Sheet

NAME : _____

ROLL / EC / PL No. : _____ **Date :** _____

Sr. No.	a	b	c	d	e
1.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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8.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>