

Know Your Emotional Intelligence Quotient (EQ)-2

Name(optional) :----- Designation:-----

Age & Experience:-----Organization:-----

1. You have just learnt that you have been ignored for a promotion by the management for which you were eligible. moreover, one of your juniors has been selected for the same promotion. you are upset & 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 - (c) Start abusing the colleague who superseded you, leveling allegations of manipulation and corruption against him and instigate the union leaders to organize protests against the management.
 - (d) Move to court & obtain a stay order & vow to teach befitting lesson to the management through legal battle.
 - (e) Resign from the organization.

2. A freshly recruited smart 1st 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 & not to bother you for trivial matters.
 - (b) Tell her that such behavior is typical of most organization & she should ignore it.
 - (c) Suggest that she undergo behavioral training to learn interpersonal skills.
 - (d) Empathize with her & 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 employees. What do you do?
 - (a) Ignore it - it is only a joke.
 - (b) Call the employee in your office after the meeting & pull him up.

(c) Send the employee to attend a sensitivity training program 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 & 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 & your colleague had actually never intended to tarnish the image of each other. How will you tackle this ugly situation?

(a) Sit calmly & consider what triggered the argument between you & your colleague & was it possible to control your anger at that point of time.

(b) Avoid arguments & leave the scene.

(c) Apologize & 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 have shut the door on your face and you are feeling frustrated. What will you do?

(a) Blame yourself & stop work for the day.

(b) Reassess your capabilities as an insurance salesperson.

(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 & dies. There is a violent reaction and you are surrounded by the agitated workers. What will you do?

(a) Call the police / management and let them decide the further course of action.

(b) Threaten the agitating workers with dire consequences if they do not cool down immediately.

(c) Reason with the workers & explain the safety measures you had taken to prevent such incidents.

(d) Call the agitated workers for a dialogue and ask for their suggestions so that such incidents do not occur in future.

(e) 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 & 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 that time?

- (a) Tell your friend to stop and relax for some time rather than continue driving.
- (b) Tell your friend to chase the other car and stop it.
- © Yell at the driver of the other car.
- (d) Tell your friend to smile and thank God that everyone is safe.
- (e) Just ignore what had happened as a very minor incident.

8. You are on an aircraft & 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?

- (a) Blame yourself for choosing an inauspicious day for travelling.
- (b) Attend to the instructions of the pilot / airhostess & ask the other fellow passengers to do the same.
- © Continue to read your magazine & pay little attention to the incident.
- (d) Cry out & vow not to travel by air in future.
- (e) 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 & a large number of people have been killed from both sides & property has been damaged. What action will you take?

- (a) Decide not to visit the spot personally as there may be danger to your life
- (b) 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 reason for the clash & taking all desired remedial measures.
- (d) Send your subordinate inspector to study the situation.
- (e) Arrange to hand over the dead to the respective families after getting the postmortem done.

10. You have a grown up son who starts arguing with you every now & then on matters relating to your personal & social life. One day he tells you that you have dictated your terms to the family for very long & cannot

continue to exercise the authority anymore. he also tells you that as a father you cannot impose your outdated attitude & irrelevant values on him. He further confronts you and says that he is an adult & so will take all decisions. You are disturbed at his defiant behavior. how will you tackle him?

- (a) Accept his statement in helplessness & take a low profile position in the family.
- (b) In disgust, tell him to leave home & find a separate place for himself.
- (c) Send him to a psychologist to learn to adjust with his environment.
- (d) For the time being delay the arguments, manage your feelings, sit with him & explain your point of view as patiently as possible without making the situation tense.
- (e) Ignore his hostile comments and change the topic of discussions.

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 your Maruti car. How will you behave at this item?

- (a) Just smile at the old man & ask him to be grateful to God for his grandson, who was safe.
- (b) Get annoyed at the old man and shout at him.
- (c) Ask for compensation for the damage.
- (d) Give the old man a long lecture on how to drive safely.
- (e) Call the police.

12. Imagine that 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 & you decide to rush to him. On your way back you are held up at the traffic light, as the signal is red. You wait impatiently & when the signal turns green you start your car without noticing a scooterist in front & hit him. He loses his balance but regains it with great difficulty. What will you do now?

- (a) Immediately stop the car, get out introduce yourself & apologize.
- (b) Ignore him & keep moving.
- (c) Thank God that nothing serious had happened .
- (d) Stop for a moment, collect your thoughts & move towards the hospital.
- (e) Tell the scooterist what has happened and continue driving.

13. You are the GM 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 & you are required to negotiate with the union. You delegate the responsibility to the AGM to get the report prepared for the board meeting in time & leave the city. When you return you are perplexed to find that your AGM has not prepared the report and the board meeting is scheduled for the next day. What do you do?

- (a) Feel remorse for your decision to delegate to the wrong person.
- (b) Get worked up & fire the AGM for failing to carry out your instructions.
- (c) Complete the work yourself to avoid embarrassment before the board.
- (d) Understand the difficulties faced by AGM & motivate him saying it could still be done & make plan to sit long hours to complete the job in time.
- (e) Send the AGM for further training to sharpen his managerial skills.

14. You are a professor in a college & 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?

- (a) Report to the principal of the college about the behavior of the student.
- (b) Ask him to leave the class room & tell him in strong words that you cannot change your teaching style.
- (c) Ask him to meet you after the class in your chamber.
- (d) Listen to the need of the class & promise to prepare the topic properly in future.
- (e) Ignore him & continue with your lecture.

15. As the CEO of a company you are involved in a meeting with the union leaders on their demands. During the meeting one of the union leaders shouts at you saying that you are a big liar & levels serious allegations of corruption & favouritism against you. You are very upset. How will you react to his remarks?

- (a) Just ignore what he said, & continue the discussion with a cool frame of mind
- (b) Suspend him from job.
- (c) Cancel further negotiations & ask him to apologize.
- (d) Advise him not to make personal remarks.
- (e) Leave the room after assigning responsibility to your subordinate to continue negotiations.