

Emotional Intelligence
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Module No # 3
Lecture No # 15
EQ and Resilience

Yeah Let us examine some more items that measure our emotional expressions such as I have troubles reaching out to others I have troubles reaching out others when I need help. So this is called items that that is reversely score. If a person is scoring high on this that is that means in his score will be zero. So because he is pursuing this item applies to him very well so this means that he is low in emotional expressions but when interacting with others. I can see how they are feelings.

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SCALE 5: EMOTIONAL EXPRESSION

For each item listed below, please indicate how well it describes the way you currently think or feel about yourself.

	Very well	Moderately well	A Little	Not at all
I let other people know when they are doing a good job	3	2	1	0
I express my emotions even when they are negative	3	2	2	0
I let others know what I want and need	3	2	1	0
My closest friends would say I express my appreciation of them	3	2	1	0
I keep my feelings to myself	0	1	2	3
I let people know when uncomfortable feelings get in the way of our work	3	2	1	0
I have trouble reaching out to others when I need help	0	1	2	3
When interacting with others, I can sense how they are feeling	3	2	1	0
I would do anything to avoid looking foolish to my peers	0	1	2	3

So this is means this reflects you are aware of others feelings so this is a positive items and high score on this will explain that you are better in your emotional expressions. I would do anything to avoid looking foolish to my peers this is what you call over exaggeration people try to exhibit a lot to project a good image but in the process they make themselves a foolish person. So that is why a person who is true to himself and project the real self is likely to be possibly better by outside than a person not being real to himself.

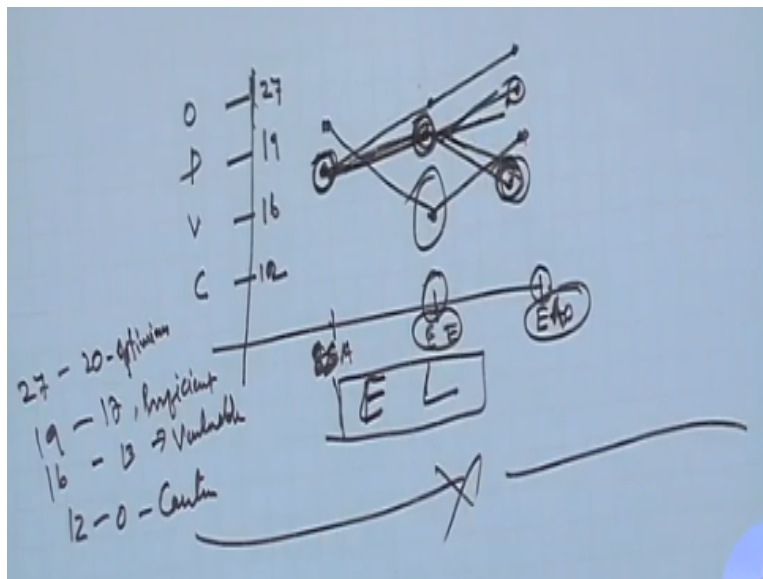
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SECTION II
EMOTIONAL LITERACY
SCALE 5: EMOTIONAL EXPRESSION

Please total the values.

Range
27-20
19-17
16-13
12-0

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So this is the score that will come out of this assessment there will be a range of score from zero to twelve this is called caution the second category will be thirteen to sixteen this is vulnerable seventeen to nineteen is called proficient or average and twenty to twenty seven the score will be known as optimum. So say for examples if you go on say for ten twelve, sixteen, nineteen, twenty seven.

So say for you keep there is a person who scored this this person although he is high in self-analysis or self-awareness of his own emotions emotional self-awareness this should be emotional yes self-awareness

it is emotional expression and emotional awareness of others. There is possibility that a person may be good in this may be average in this and may be high on these dimensions. So there is a scope for his improvement on this dimension.

Say for a person's emotional self-awareness is just proficient or below to proficient but he expresses accurately and his awareness is higher. So the graph may be also like this so here the man or the person should focus more on self-awareness. There are people who are high on this and they are low on this they do not care about others that is called emotional awareness of others. These people are very straight forward you can say they understand accurately and also express accurately on this face.

But many times what happens many people do not appreciate them because they are forward speaker face. So this say this man is very rough and tough. It does not care about others actually it is not sometimes being true to yourself which becomes a very hard job in life you are expressing the truth of life but others does not like it because it turns them because that is not their actual profile. But there is nothing with you but gradually when you enhance this then probably you may also come up to their expectations.

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WEEK 3	Discovery of Emotional Intelligence	Meaning, Nature, and scope	Theories and Approaches(1)	Theories and Approaches(2)	Measurement Tools for assessing Emotional Intelligence	Studies, model questions and answers Difference between IQ and EQ
Assignments						Discussion, MCQs, Case studies, model questions and answers
WEEK 4	"What is the importance of EQ assessment?"	EQ and Empathy (1)	EQ and Empathy (2)	Emotional intelligence and Resilience	Emotional intelligence and optimism	Emotional intelligence & well-being
Assignments						Discussion, MCQs, Case studies, model questions and answers
WEEK 5	Culture's influence on Emotional Intelligence	Emotional intelligence & positive schooling	Emotional intelligence & health and happiness (1)	Emotional intelligence & health and happiness (2)	Emotional intelligence & happiness (3)	Emotional intelligence & health and happiness (4)
Assignments						Discussion, MCQs, Case studies, model questions and answers
WEEK 6	EQ mapping for enhancing emotional intelligence	Assessment of current environmental awareness	Emotional literacy	EQ competencies	EQ values & beliefs	EQ outcomes
Assignments						Discussion, MCQs, Case studies, model questions and answers
WEEK 7	Emotional intelligence for Stress Management(1)	Emotional intelligence for Stress Management(2)	Stress prevention through emotional intelligence(1)	Stress prevention through emotional intelligence(2)	Enhancing emotional intelligence through spirituality	Enhancing emotional intelligence through spirituality Discussion, MCQs, Case
Assignments						

So this is how emotional literacy is measured and analyzed and the interpretations are just discussed let us see what should be the relationship between emotional intelligence and empathy there are lot of techniques are available tools are available in psychological literature.

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The Empathy Quotient (EQ) is a 60-item questionnaire (there is also a shorter, 40-item version) designed to measure empathy in adults. The test was developed by Simon Baron-Cohen at ARC (the Autism Research Centre) at the University of Cambridge.

Clinically, the empathy measurements provided by the EQ are used by mental health professionals in assessing the level of social impairment in certain disorders like Autism. However, since levels of empathy vary significantly between individuals, even between those without any mental health disorders, EQ is also suitable for use as a casual measure of temperamental empathy by and for the general population.

Below is a list of statements. Please read each statement carefully and rate how strongly you agree or disagree with it by selecting the circle under your answer. There are no right or wrong answers, or trick questions.

	Strongly Agree	Slightly Agree	Slightly Disagree	Strongly Disagree
1. I can easily tell if someone else wants to make a conversation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I prefer animals to humans.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I try to keep up with the current trends and fashions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I find it difficult to explain to others things that I understood early, when they don't understand it the first time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I dream most nights.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I really enjoy caring for other people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I try to solve my own problems rather than discussing them with others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I find it hard to know what to do in a social situation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. I am at my best first thing in the morning.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. People often tell me that I wear too far in driving my point home in a discussion.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. It doesn't bother me too much if I am late meeting a friend.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Friendships and relationships are just too difficult, so I tend not to bother with them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. I would never break a law, no matter how minor.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. I often find it difficult to judge if something is rude or polite.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. In a conversation, I tend to focus on my own thoughts rather than on what my partner might be thinking.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. I prefer practical jokes to verbal humor.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. I live life for today rather than the future.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. When I was a child, I enjoyed making someone else what would	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1,875 characters (an approximate value).

One such test on EQ score is otherwise also here known as empathy question (EQ) (05:57) you know make assessment of somebody's empathy by administrating this scale.

This scale is based on strongly agree to strongly disagree and here you know there are some of the items are also they are available they are negative items are reverse score. So in this scale there are sixty items there is also another also small empathy scale is also available can also be taken up by people this is a scale called interpersonal reactivity index.

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INTERPERSONAL REACTIVITY INDEX (IRI)

Reference:

Davis, M. H. (1980). A multidimensional approach to individual differences in empathy. *JSAS Catalog of Selected Documents in Psychology, 10*, 85.

Description of Measure:

Defines empathy as the "reactions of one individual to the observed experiences of another (Davis, 1983)."

28-items answered on a 5-point Likert scale ranging from "Does not describe me well" to "Describes me very well". The measure has 4 subscales, each made up of 7 different items. These subscales are (taken directly from Davis, 1983):

Perspective Taking – the tendency to spontaneously adopt the psychological point of view of others

Fantasy – taps respondents' tendencies to transpose themselves imaginatively into the feelings and actions of fictitious characters in books, movies, and plays

Empathic Concern – assesses "other-oriented" feelings of sympathy and concern for unfortunate others

Personal Distress – measures "self-oriented" feelings of personal anxiety and unease in tense interpersonal settings

Abstracts of Selected Related Articles:

Davis, M. H. (1983). Measuring individual differences in empathy: Evidence for a multidimensional approach. *Journal of Personality and Social Psychology, 44*, 113–126.

Where people have also tried to examine the empathy concern the reference is that Davis M H who developed this scale and published in the year nineteen eighty. If this scale known as a multi-dimensional,

approach to individual difference in empathy. So the major defines empathy is nothing but a kind of reaction of one individual to observe the experience of another.

So it may be defined as also a kind of social concern social care about other persons and this test is consists of twenty eight items answer on a five pound rating scales ranging from does not describe me well to describe me very well. So this scale measures around 1, 2, 3, 4 four important dimensions this is one called prospective taking. So the prospective taking is nothing but a tendency to spontaneously adopt the psychological point view of others.

Then the second dimension is called fantasy it taps respondents tendency to transpose themselves imaginatively into the feelings and the action of fictitious character in books, in movies, in place you know say for like thinking about Jurassic park dinosaurs etc., you are fantasizing or a a safe in or in India you know there is a very famous reality show coming about Kaun Banega Crorepati.

Who will be the man a millionaire or billionaire so people fantasize about sitting in front of Amitabh Bachchan and shaking hands with him? So it is a kind of this kind of a tendency then the third one is what you call empathy concern and fourth one is called personal distress. The empathy concerns it assesses other oriented feelings of sympathy and concern for unfortunate others say for very unwanted incidence has happened and you are the eye witness to that.

How you are expressing your feelings to that instance. So that is what we call the unfortunate concern this is the important dimension that give about once ER questions or what you call the empathy questions and the scale also major personal distress and if you carry out evaluation of these four dimensions. You can easily make an assessment people who are high in empathic concern. What is the level of personal distress? What is their prospective taking? What is the level of fantasy? This personal distress measure self-oriented feelings of personal anxiety and honest in tents interpersonal setting.

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INTERPERSONAL REACTIVITY INDEX

The following statements inquire about your thoughts and feelings in a variety of situations. For each item, indicate how well it describes you by choosing the appropriate letter on the scale at the top of the page: A, B, C, D, or E. When you have decided on your answer, fill in the letter next to the item number. READ EACH ITEM CAREFULLY BEFORE RESPONDING. Answer as honestly as you can. Thank you.

ANSWER SCALE:

A	B	C	D	E
DOES NOT DESCRIBE ME WELL.				DESCRIBES VERY WELL.

1. I daydream and fantasize, with some regularity, about things that might happen to me. (FS)
2. I often have tender, concerned feelings for people less fortunate than me. (EC)
3. I sometimes find it difficult to see things from the "other guy's" point of view. (PT) (-)
4. Sometimes I don't feel very sorry for other people when they are having problems. (EC) (-)
5. I really get involved with the feelings of the characters in a novel. (FS)
6. In emergency situations, I feel apprehensive and ill-at-ease. (PD)
7. I am usually objective when I watch a movie or play, and I don't often get completely caught up in it. (FS) (-)

So in a nutshell let me show you the test the test consists of few statements that inquire about the thoughts and feelings in a variety of situation for each item it indicate how well it describes you by choosing the appropriate letter at the scale of the top of the page. Say for example ABCD here it is written ABCD to E when you decided on your answer fill in the letter next to the item number.

Read each item carefully before responding answer as honestly as you can thank you. So this is how is scale starting from A to E, A is this item does not describe you as a person and if you are writing E that means that statement is describing you very well. Say for examples like will take up only the empathic concern items like I often have tender concerned feeling for people less fortunate than me.

So what does it mean so it is a positive item measuring one's empathic concern or not yes because person say that I have often tender concern feelings for people less fortunate than me that means you are showing sympathetic concern towards people who are less better off than you. Who are more fortunate than our feelings for people less fortunate than you that means you cannot exactly say there on unfortunate but they are not as lucky as you.

So you wish that they could be better off than you. So that is the main concern the item measures here the number four item says that sometimes I do not feel very sorry for others people when they are having problems sometimes I do not feel very sorry for other people when they are having problems. So it says that so you do not any kind of concern about others problems when somebody's in trouble usually as human beings we express certain human kind concerns.

But there are people do not express any kind of care and concern about others. So that means that shows that your empathic person towards other is very less. So here your score will be very low going further let us examine one more items that measures positively the empathic concern.

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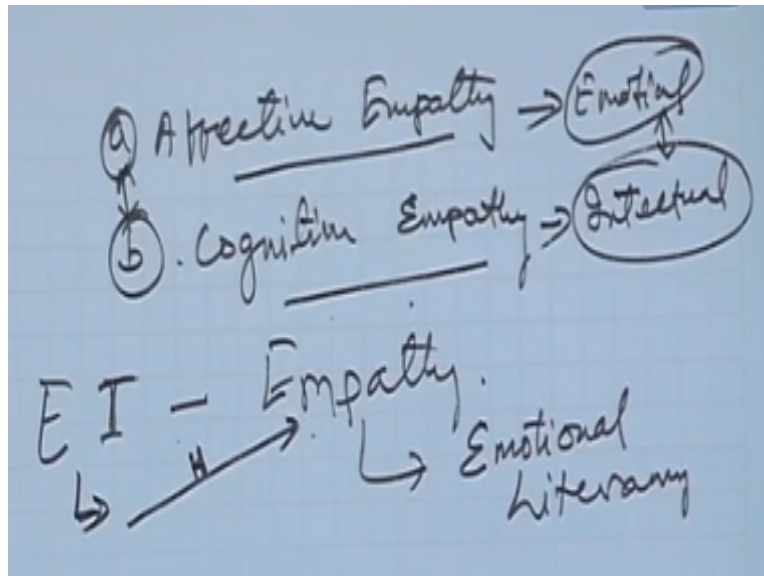
1. I daydream and fantasize, with some regularity, about things that might happen to me. (FS)
2. I often have tender, concerned feelings for people less fortunate than me. (EC)
3. I sometimes find it difficult to see things from the "other guy's" point of view. (PT) (-)
4. Sometimes I don't feel very sorry for other people when they are having problems. (EC) (-)
5. I really get involved with the feelings of the characters in a novel. (FS)
6. In emergency situations, I feel apprehensive and ill-at-ease. (PD)
7. I am usually objective when I watch a movie or play, and I don't often get completely caught up in it. (FS) (-)
8. I try to look at everybody's side of a disagreement before I make a decision. (PT)
9. When I see someone being taken advantage of, I feel kind of protective towards them. (EC)
10. I sometimes feel helpless when I am in the middle of a very emotional situation. (PD)
11. I sometimes try to understand my friends better by imagining how things look from

So here what happens when I see someone being taken advantage of me I feel kind of protective towards them. So that means you are afraid of that you have been taken for granted. Many times happens you know yesterday I was saying I always advice my students that I am friendly. But I am not your friend so what is the meaning of it many times what happens you know there is a popular proverb in English people says familiarity breeds contempt, you know that means more you gets popular people behave very casually carelessly they take advantage of your closeness.

Although once side we are talking about closeness is sign of one's empathy concern but some but sometimes it is becoming a wrong trend for showing concern people are making use of it. So one must also know where to draw the line you be friendly that is fine but the moment you behave like a friend being a sinner then people may cause make misuse of this they behave differently.

So that is why sometimes people say I see someone being taken advantage of me. I feel kind of protective towards them then you say then no do not do like this and concern about you that does not mean you start misbehaving me. I take care of you that do not mean you will be a full burden on my end. So that is where this is what we call cognitive empathy there are two kinds of empathy.

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Affective empathy and cognitive empathy be emotional in nature and this is intellectual in nature this is the difference between the two but they both should go side by side right. So going further there is one more item here that has been listed in this scale this is what we call other people.

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12. Becoming extremely involved in a good book or movie is somewhat rare for me. (FS) (-)
13. When I see someone get hurt, I tend to remain calm. (PD) (-)
14. Other people's misfortunes do not usually disturb me a great deal. (EC) (-)
15. If I'm sure I'm right about something, I don't waste much time listening to other people's arguments. (PT) (-)
16. After seeing a play or movie, I have felt as though I were one of the characters. (FS)
17. Being in a tense emotional situation scares me. (PD)
18. When I see someone being treated unfairly, I sometimes don't feel very much pity for them. (EC) (-)
19. I am usually pretty effective in dealing with emergencies. (PD) (-)

Other people misfortune does not usually disturb me a great deal. So that means you are not appreciating other peoples misfortune you do not have any concern about others. So persons actually scoring high on this are less empathic nature, so after going through this scale you can so why this item is gone done negative because it is a clear score items. A person is who scoring high on these is likely to be get a less grading on empathy concerns.

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Description of Measure:

Defines empathy as the "reactions of one individual to the observed experiences of another (Davis, 1983)."

28-items answered on a 5-point Likert scale ranging from "Does not describe me well" to "Describes me very well". The measure has 4 subscales, each made up of 7 different items. These subscales are (taken directly from Davis, 1983):

Perspective Taking – the tendency to spontaneously adopt the psychological point of view of others

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Abstracts of Selected Related Articles:

Davis, M. H. (1983). Measuring individual differences in empathy: Evidence for a multidimensional approach. *Journal of Personality and Social Psychology*, 44, 113–126.

The past decade has seen growing movement toward a view of empathy as a multidimensional construct. The Interpersonal Reactivity Index (IRI; Davis, 1980), which taps four separate aspects of empathy, is described, and its relationships with measures of social functioning, self-esteem, emotionality, and sensitivity to others is assessed. As expected, each of the four subscales displays a distinctive and predictable pattern of relationships with these measures, as well as with previous unidimensional empathy measures. These findings, coupled with the theoretically important relationships existing among the four subscales themselves, provide considerable evidence for a multidimensional approach to empathy in general and for the use of the IRI in particular.

So these are the some of the of items that show about the empathy concern of others but if you keep in doing the whole test that will also give indication about the other dimension of the scale like prospective like what is the tendency to spontaneously adopt the psychological point view of others. Now when somebody is putting forward certain views do you accept or reject?

So this is how it keep done and like say for examples this scale also give eye opening personal distress. I would like to advise all the students and the participants of this course to go for the whole core to take the whole test like from beginning like item 1, 2, 3, 4

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NOTE:(-) denotes item to be scored in reverse fashion

PT = perspective-taking scale

FS = fantasy scale

EC = empathic concern scale

PD = personal distress scale

A = 0

B = 1

C = 2

D = 3

E = 4

28. So it is not very exhaustive in terms of time and effort. So after going through you will get four categories of score the one category is PT. So all the items like bracketed as pity prospective taking scale FS is fantasy Scale EC is Empathic Scale and PD is personal distress scale and you can score if you are giving a response to item a make it zero B one C two D three E four. In case of negative item zero becomes four, four becomes zero. That is what we call the item becomes 4, 3, 2, 1, 0 this is called reverse scoring.

And you can try this test and then you can compare what is your PD score with empathic concern but usually we have seen that there is a negative correlation between PD personal distress and empathic concern. People who are likely to display high level of imparting concern will experience less stress. But many times we have seen that people the resource model theory shows that if you have more intellectual and emotional energy within yourselves you can consume more stress.

So in that case who is highly empathic can experience high level of stress also so in that case there will be high positive correlation between empathic concern and personal distress. For examples like being in a tense emotional situation scare me so here empathic person does not scare. So it is a positive it will be scared very less in empathic concern people. So but i am usually pretty effective in dealing with emergencies.

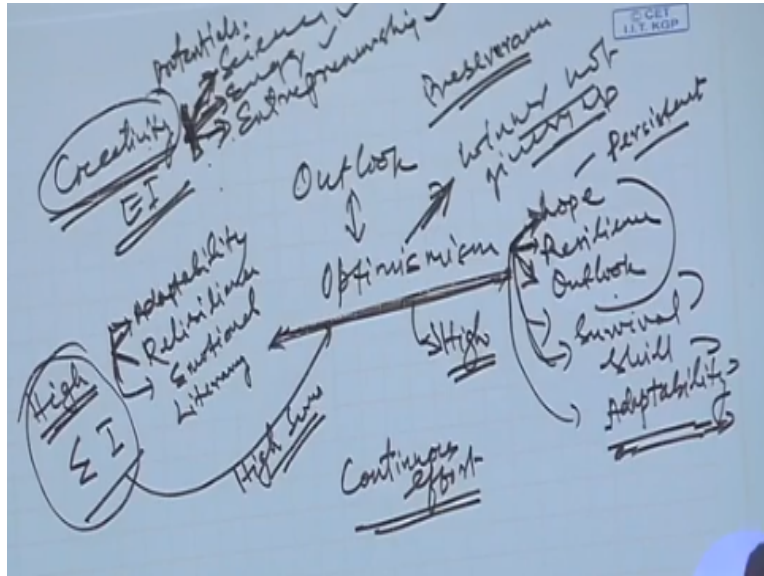
So here it is a negative item if you are scoring high that means your personal distress is low. I am usually pretty effective in dealing with emergencies I am often quite touched by things that I see happen if you consider say for examples like this I am quite touched by things that i see happening but I am pretty effective in dealing with emergencies. So one is personal distress and the other is empathic concern. So I think a person having empathic concern will be high on both so this is how but if you put into the framework of IE and empathy.

Empathy now we have seen in terms of affective and cognitive that I found out of this discussion is empathy is more or less towards emotional literacy is not it. Emotional literacy so people concerned so those people are good in expressing their emotion that is actually good in empathic concern.

So that is why people high on the emotional intelligence profile likely to be display high level of empathy I their life and this is going to bring a good results in the activities both in personal as well as professional dominance but can emotional intelligence develop optimism in oneself. Yes, some of the psychologists

the talk about emotional intelligence in the framework of optimism in the framework of emotional or EQ values and beliefs like if you look into the framework of Cooper and Sawaf.

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They talk about optimism, resilience, creativity outlook these are some of the EQ beliefs and values. yes these are some of the values will discuss later in details but just to give you certain idea about optimism as exactly we have seen that emotional intelligence is likely to enhance the optimism and outlook. Outlook and optimism are closely related to each other.

We have seen that people those who are characterized by hope, resilience and outlook are likely to score high optimism. So people those who are survival skills better people like you know in Baron's framework adaptability people who are good in adopting to new situations any situations wherever they go if they can adopt quickly. They are likely to survive more than others so these are some of the characteristics that likely to enhance one's optimism.

People do not easily give up so optimism also states that winners are not givers they do not give up right. Winners do not give up easily right they fight till the end persistence is also very important. Persistence characteristics you know continuous efforts so these are some of the areas where one needs to work to enhance his optimism profile. But we have seen that people those who are high on their EI say for examples such as adoptability, resilience and emotional literacy. So these are likely to display high on optimism so how this optimism and outlook is positively correlated to each other let us have a look at some of the items of optimism sorry outlook.

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SCALE 13: OUTLOOK

Think aboutthe past month. For each item listed below, please indicate how well the statement describes your behaviour or intention.

	Very well	Moderately well	A Little	Not at all
I look on the bright side of things	3	2	2	0
I love my life	3	2	2	0
I know I can find solutions to difficult problems	3	2	2	0
I believe things usually work out for the best	3	2	1	0
I have been continually frustrated in my life because of bad breaks	0	1	2	3
I like who I am	3	2	2	0
I see challenges as opportunities for learning	3	2	2	0
Under pressure am confident I will figure out a solution	3	2	2	0

Yes I look on the bright side of things people those who are actually optimist they never give up easily. So that is why you know they always look for something creative optimistic like you know profession like science, engineering, entrepreneurship these are certain professions where people requires lot of persistence lot of perseverance continuous act.

They do not easily give up they are they need to have high level of EI. So EI is going to matter here the most to extract maximum of their creative potentialities right. So that is why I always talk in my class then I deal with the most hardcore mind the technical technocratic mind and looking at the entrepreneur styles. I always try to encourage to open of their creative potentialities thru different exercise of emotional intelligence coming back to the second item I love my life yes this itself indicates you survival instinct you do not want to give up yeah thank you very much