

**Emotional Intelligence**  
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**Module No # 4**  
**Lecture No # 16**  
**EQ and Health and Wellbeing**

Yeah I love my life this itself the reflects that a person wishes to live longer so this is a positive frame of him human minds if you go forward I know I can find solution to difficult problems a person who is positive optimistic this is also reflection of optimism.

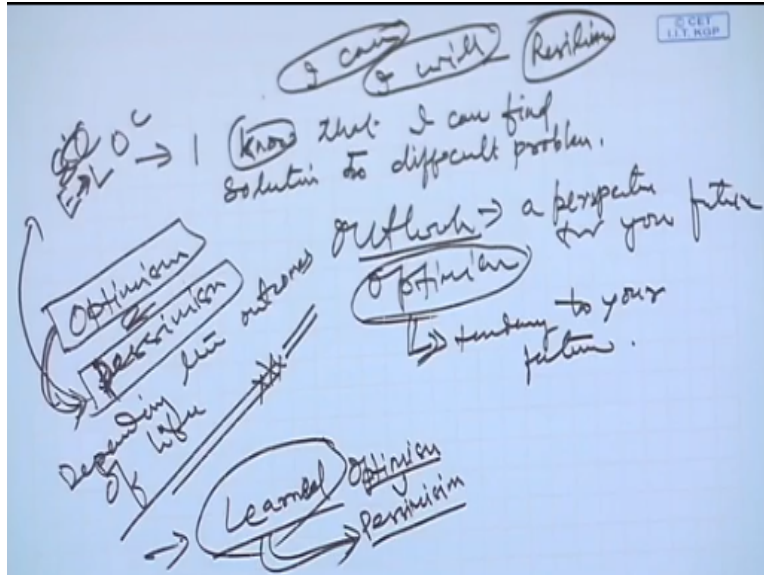
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**SCALE 13: OUTLOOK**

*Think about ....the 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

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I find am sure that he says that I know that I can find solutions to my problems solutions to difficult problems. So the approach you know a person who is having I know I can I will so these are a reflection of optimistic hopefulness these are also reflection of resilience you do not want to give up you want to find out the exact source or the solutions. So that shows the reflection of your outlook or optimism outlook or optimism a prospective outlook is prospective for future a prospective for your future.

But here optimism exactly your tendency to approach your future to hold a future to hold a positive prospective about the future is optimally you are hopeful that like will be brighter prospective that is all about your optimism. I believe this usually work for best so this is also you are expecting something better to happen out of your work. I have been continually frustrated in my life because of and breaks you are regretting a lot you are accusing yourself.

I have been encountered by trouble times so this is negative items it does not reflect good things about your future. So it may bring out optimism it may bring pessimism so that is why people often say that these are situational. Optimism and pessimism are situational pessimism many times what happens I optimism person may become pessimism depending upon the outcomes of life.

So when I say outcomes of life I exactly indicate towards what you are getting out of your work that means if good works are not fair properly a good worker will be frustrated and will give up. So that is why many times if you are not faced with good consequences of life then your orientation will grow towards pessimism.

This pessimism what ruthless talk about is the result of you know (( )) (04:31) enhance the external locus of control external locus of control why then you will always try to accuse your love my luck is not good that is why am feeling frustrated and this is also known as Learn pessimism learned optimism and pessimism you know learned optimism versus pessimism people are not such people are not actually in reality.

They are not optimistic but by their gradual experience and exposure to outside world they learn out how to optimistic they learn how to be hopeful. Because they say that patience bring you know good results in their life and suppose you observe that yes hard work pays you in the long run that enhances you face that optimism so you with develop patience within yourself and goodness but there are also people learn to be pessimistic irrespective.

When they are repeatedly encountered by negative consequences of life they gradually move towards pessimism and try to accuse their logs and that is where your outlook is going to be down but this will give you these are few negative items like I have been consciously frustrated in my life because of bad lucks if you go forward. You will like whom I am yes it is about yourself you are praising yourself.

I see challenges as opportunities for leaning you know this is the items I see challenges as opportunities for leaning so why it happens people were so optimistic about their life their future they say I should not be feel disturbed when challenges are coming up I should take it as an opportunity and turn it into my sides, under pressure I am confident I will figure out a solutions this is also I said that people those are hopeful those are resilience under adversity conditions. They are likely more to be optimistic and their outlook profile will be higher.

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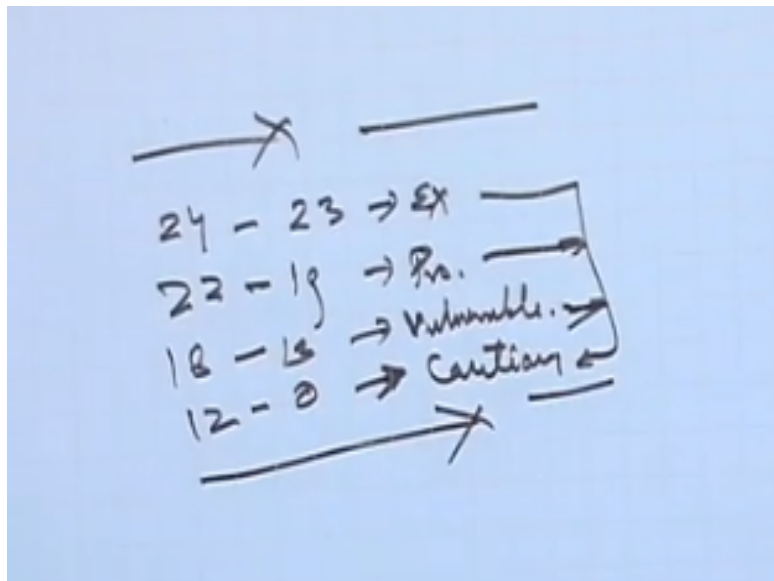
**SCALE 13: OUTLOOK**  
*Think about ....the past month. For each item listed below, please indicate how well the statement describes your behaviour or intention.*

Please total the values.

Range
24-23
22-19
18-13
12-0

So when you take this test and measure your score so if your score range in between twenty three to twenty four

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Then you are likely to have a better profile what you call excellence but if you score is in between nineteen to twenty two you are likely to be proficient but if you are score varies between thirteen to eighteen it is below average. You are vulnerable your optimism is below average you are likely to develop a pessimistic style you need to focus on your life you need to

enhance your hopeful capacities if a person is between zero to twelve is it is really suffering from the setback of optimism. So the person requires urgent counseling this is a caution stage okay.

So individual counseling is required for the person immediately at least meet a psychologist you see there is a saying that nothing is impossible but impossible is impossible. So once can enhance if he wants if she wishes to develop so that is why we often say where there is a will there is a way. So we can develop by some efforts now so let us examine another concept that how resilience works in the context of emotional intelligence that we will talk about.

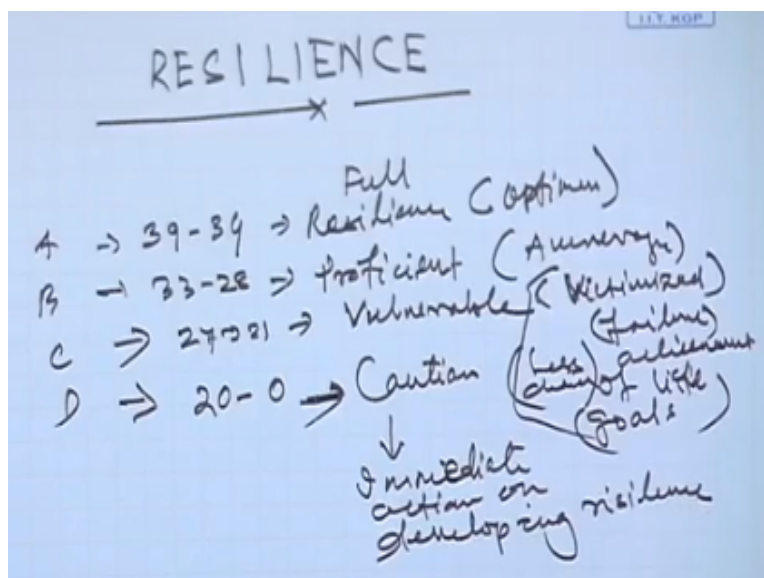
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**SCALE 9: RESILIENCE**

Think about ....the 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 can bounce back after feeling disappointed	3	2	1	0
I can accomplish what I need to if I put my mind to it	3	2	2	0
Obstacles or problems in my life have resulted in unexpected changes for the better	3	2	1	0
I find it easy to wait patiently when need to	3	2	1	0
There is always more than one right answer	3	2	1	0
I know how to satisfy all parts of myself	3	2	1	0
I am not one to procrastinate	3	2	1	0
I am afraid to try something again when I have failed at it before	0	1	2	3
I decide certain problems are not worth worrying about	3	2	1	0
I relax myself when tension builds up	3	2	1	0
I can see the humorous side of situations	3	2	1	0

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This is one of the important ability or you can say EI competency of a person that needs to be nurture within every individual that what we call resilience.

The exact meaning of resilience is you know thriving upon stress how quickly you are coming out of adversity? In other words you can say it is inability of a person to cope with difficult situations to cope with the stressful situations. So if a person is good in resilience its capacity he is likely to deal with difficult situation of like say for example this is a small test this was developed they taken from what we call EQ map scales of Cooper and Sawaf.

Here the test says that about the past month of each item listed below please indicate how well the statement describes your behavior or intention. Say for examples let us begin about I can bounce back after feeling disappointed. So what exactly this statement is talking about I can bounce back after falling you know we usually observe in the children's behavior in their early years of life at home at school.

When the child tries to work down after one year or during one and a half years the child working gradually and slowly many times the child falls. You know when the child fell down the parent usually rows at the child to take him up but they should not do them. Because by doing this we are losing the opportunity for the child for their self-growth we do not allow a child to come up her or himself.

So this is the difference between the western approach and eastern approach in western context they always emphasis empathy emphasizes on self-learning self-development self-growth. But our concern about our kids creates a state of dependency on each other we says that it will harmful for our kid. If we do not help her or him but actually in the process by doing things we are not doing any opportunity to the child to grow up. So that is the main concern here the child will never learn how to come out of difficult situations.

I can accomplish what I need to if I put my mind to it so this is the this shows the level of your confidence about doing certain activities it is also the reflection of how sure you are about the performing certain activities in our life. So that is why you are saying that i can accomplish why

I need to if I put my mind to it. Obstacles or problems in my life have resulted in unexpected changes for the better so this is also a good prospective a positive prospective about human life.

If any persons who thinks like this who takes like this who perceive like this they are likely to score or likely to display a high level of resilience. I find it difficult sorry I find it easy to wet presently when need to it is shows that you have lot of patients, you are voting for good results. When it is required you are there to wet, so a person should not be too much impressed about the results also because we have seen that if any person in this world who is impatient about achieving results are likely to commit mistakes than people who are present.

That is always all more than one right answer this is a thing that creates multiple prospective that is why I I often advise my students when you look for multiple alternatives of life or life goals. You are likely to excel more than people those who are having one goal in their life because this brings persistence this brings perseverance this this bring see a resilience in your life because you do not easily want to give up thing.

So that is why people always set multiple goals this is one of the advantage of resilient people that even if they fell in one way they likely to success in others. I know how to satisfy all parts of my life so this is also another perspective you want to give appropriate scope to different domains of your life. I am not one to procrastinate. So this shows that you do not procrastinate means a delay of gratifications.

So if a person saying that I am not here to procrastinate, so that means you are not emphasizing delay of gratification right. So many times you have seen that delay of gratification actually this items people who procrastinate about others or present or help or resilient but a person who score on this is likely to display less resilient actually this should be I am not one to procrastinate. So if procrastinate is delay of gratification that means this person requires instant gratifications.

So it should be negatively scored, I am afraid to try something again when I have felt at it before you this shows you know I am afraid to try something it is something is given when I am I have felt at it before. That means if you are afraid of doing a thing again that means you are not

keeping any patience that means negative results is bringing frustration within yourself. So this is also the sign of low level of persistence or resilience.

I decide certain problems that are not worth worrying about this this also say that I decide certain problems are not worth worrying about so sometimes it privatization is also an indication of your residence something which is not important you should not be worried about it. So you remain calm and composed even in the state of complex situation. I can see the humorous side of situation this is important take life easy that is why people often say I have you if you have committed a mistake it is fine everybody commit.

Instead of feeling guilty so much let us move on that is the principle of resilience. You have to thrive upon stress you committed mistakes yes if you accept it is a mistake you can move on if you persist on that mistake guilty no you cannot move on. So that will reduce your life energy and bring negative consequences in life so this is how we perceive resilience and nurture it to ourselves

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SCALE 9: RESILIENCE				
<i>Think about ....the past month. For each item listed below, please indicate how well the statement describes your behaviour or intention.</i>				
	Very well	Moderately well	A Little	Not at all
I often put things aside for a while to get a perspective on them	3	2	1	0
When I encounter a problem , I focus on what I can do to solve it	3	2	2	0

*Please total the values.*

Range
39-34
33-28
27-21
20-0

Another domain is called I often put things aside for a while to get a prospective on them this is also positive. I often put aside for a while to get a prospective on them do not instantly reject any prospective that is the approach of resilience person thrive on it, think about it that is why we



often advise before reacting towards any situation object and even think thrice you may be giving a better alternative to it.

When I encounter a problem I focus on what I can do to solve it. So that is why you know when you encounter a problem you focus on focus take a pause think over it ponder over it give insight in it analyze it explore possibility then you will end up with the right kind of suggestion.

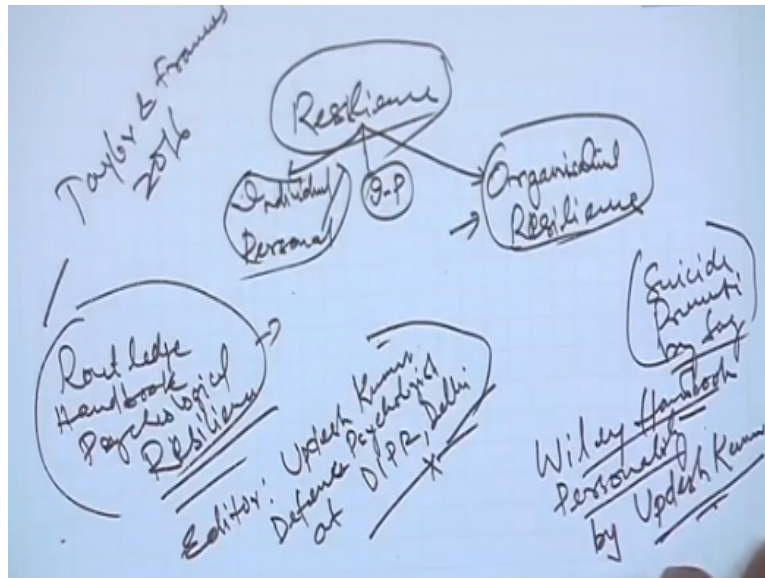
This is in fact it is actually hinting at the divergent thinking of human intellect. So when you think from various prospective you can analyze the strengths and weakness of his with possibilities. So that is why you know people those who are resilience they explore from multiple sides multiple angles to reach at a right kind of solutions or most viable solution one can say so this this test is going to give you also again four kind of answers like.

Is your scoring on this test between thirty nine to thirty four, you are actual displaying full resilience. This is what we call optimum level if your scores various between thirty three to twenty eight then you are average resilience person there is lot of chances, lot of scope is there to develop your resilience potential capacities. So this is called proficient or what we call average person average but if your score where in between twenty seven to twenty one you are a vulnerable person in the sense you can be very victimized.

You can be victim of situation you can be a failure in life it may bring failure if you do not persist you cannot achieve your goals there is possibility achievement of less chance of achievement of life goals or life success. So these are this would be the possible outcomes of vulnerability but if your score that varies between twenty to zero you know you are at a dangerous state of your resilience you will collapse you will collapse on stressful conditions this leads towards a red light signal.

You know just like in front of traffic if there is a red signal and there is a danger of accidents. So similarly it is a red light signals this is called caution so it passes message for immediate action developing resilience.

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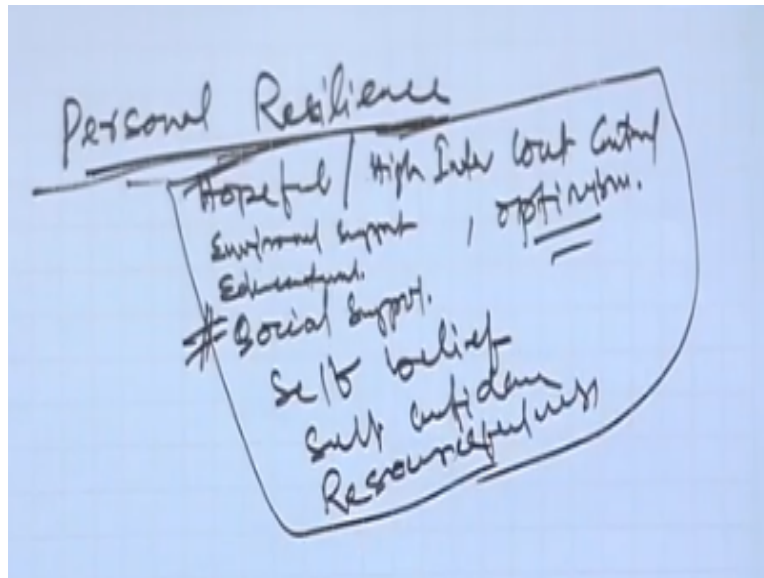
You know we have not been conceptualizing resilience framework this can be individual framework or what you call otherwise personal resilience. So all this what we discussed actual these are called personal resilience there are called interpersonal resilience also IP and there are called organization resilience recently in fact you know we have published a paper in a building organization resilience this organization resilience it is. So this was recently published in Ruthless hand book of psychological resilience. So this is published by you know rout ledge Taylor & Francis in the year twenty sixteen.

The editor of this book is the editor is Updesh Kumar a very famous Indian psychologist defend psychologist at DIPR, Delhi. In last four five years professor Kumar has produced wonderful five handbooks of psychological research in the area of you know suicide prevention suicide prevention by Sag, Wiley hand book of personality one book of personality this is very essential quite essential for any psychologist I recommend for all of all the reader who are interested in all the concept of resilience must read this book.

Wiley hand book of personality by Updesh Kumar more than in thirty international writers have contributed chapters both in this ruthless handbook of psychological resilience as well as the Wiley handbook of personality widely appreciated by across the globe among intellectuals so in this you will ruthless handbook of psychological resilience I have published a chapter on

building organizational resilience of creating resilience organization how like the way once support system builds up one psychological resilience.

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Say for example like in personal resilience so what are the antecedence of personal attribute of personal resilience a person should be hopeful is not it environmental support, educational support this should have social support, strong social support and should be high level of high internal locus of control self-belief, self- confidence and resourceful fullness.

So these are certain attributes if these attributes are present in individual is likely to develop his personal resilience and also optimism well this is nutshell about EI in the concept of resilience when we come back will be discussing more about other competency EI competencies and other attributes of emotional intelligence thank you very much.