

Emotional Intelligence
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Module No # 4
Lecture No # 17
EQ Map

Well Good morning all of you in this session will be discussing about in details the EQ profiling of every individual will be attending emotional intelligence course this is very vital why I have selected the reason behind selecting this questions or questionnaire about the assessment of emotional intelligence. This test is very comprehensive had a wide coverage and good for training and counseling both in individual as well as in organizational context.

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So we have been discuss about various measures of emotional intelligence however this is one of the best self-report measures in the field of emotional intelligence assessment that give you a good understanding of your emotional competencies emotionally values emotional outcomes and etc., So let us have a look first what is the difference between IQ and EQ.

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Emotional Intelligence (EI/EQ)

As we have distinct intelligence best from the and social dimensions we have about the intelligence

- Distinguishes the 'best' from the 'rest'.
- Addresses the emotional, personal, social and survival dimension of intelligence.
- Is concerned with understanding oneself and others, relating to people, and adapting to and coping with the immediate surroundings
- More than just a personality trait and IQ.

discussing about the emotional disguises a person the rest it addresses emotional personal and survival of intelligence. As been discussing definition of that it is the global

(01:50) of individual to think rationally act purposely and deal effectively in similar fashion.

Emotional intelligence also helps a process to survive to cope with them are mental situations emotional intelligence is also concerned with understanding oneself and others relating to people and adopting to and coping with the immediate surroundings this is more than just a personality trait or IQ. The way we may one's intelligence in form of IQ in the similar fastens whatever we measure about one's intelligence that give rise to the concept of emotional questions.

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EI vs IQ

- Intelligence (IQ; Weschler):
 - “global capacity of the individual to act purposefully, to think rationally, and to deal effectively with his environment”
- 2 key components:
 - Ability to learn from experience
 - Ability to adapt to the surrounding environment
- Essentially a cognitive competency
 - reasoning, memory, comprehension

So let us see how exactly they default from each other by measuring IQ or emotional or intelligence or cognitive intelligence David Weschlers they talk about the intelligence is defined as a global capacity of an individual to act purposefully think rationally and deal effectively with this environment.

There are two key points coming out of this definitions one is adoptability or ability to learn from experience ability to adopt to the surroundings and there is also another characteristic coming out of these definitions that all behavior are goal directed that means individual needs to act purposefully irrationally means the rational aspect of intelligence behavior refers to the reasoning or logical part of his analytical behavior. However essentially cognitive competency consists of reasoning memory and comprehension.

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IQ VS EQ

- **INT:** Logical or rational ability based on facts and figures
- **EI:** *“the skill with which one perceives, expresses, reasons with and manages their own and others emotions”.*
- **IQ VS EQ**
- **20% VS 80%**
- **GROWTH IS LIMITED VS GROWTH IS LIFE TIME**
- **COMPONENTIAL VS EXPERIENTIAL**



So that is why it makes our behavior more systematic and intelligence there are also certain domains that importance to domain of one's intelligence is called the logical or the rational ability based on facts and figure but when you examine the concept of emotional intelligence it refers to the skills with who is one perceives reasons with and manages their own and other emotions. The difference between IQ versus EQ also relates to the twenty percent and eighty percent controversy.

Even in Goleman's also attributed to the kind of what we call the peter principles in management that twenty percent of does eighty percent of the organization work or you can put in other words that in achieving once success in life intelligence is responsible for only twenty percent or intelligence conscious or IQ contributes twenty percent of one success file eight percent of one success is attributed to non-cognitive abilities such as EQ SQ and AQ.

EQ stands for emotional questions SQ stands for Social quiescence or spiritual quiescence which is also part of emotional quiescent and also some people call it is combination of EQ and AQ adversity quiescent. How quickly a person coming out of adverse situations so while people are tribute twenty percent of success due to intellectual ability other says that it is because of EQ factors that contribute eighty percent of our success. But however that empirical and evidences are still not clear about the claim in scientific literature.

When we look at that growth and development of one's intelligence and emotional intelligence scientific evidences source or research paper also published in scientific journals it shows that up to a particular period of time that once intelligence is developed in his life time. Say for examples like nineteen years of age one may reach in his or her peak of intellect intellectual ability and then it remains almost constant till the attains the age of forty.

And after forty years human beings often declines on their cognitive abilities as the experience the natural biological decay in their lifetime however we have seen on the other hand emotional intelligence is such an ability that grows and grows and grows over period of life. So more you experience with time situation and people across different cultures there is possibility that one may increase or enhance is emotional intelligence

So therefore we often say that when IQ growth is limited in terms of life span the growth of emotional intelligence is unlimited it can be developed at any stage of human life. While examining both concepts in terms of critical analysis of their components (()) (07:53) examining different definitions pertaining to the domain of intelligence and emotional intelligence. I arrived such a conclusion that can refer to IQ edge componential in nature while EQ as experiencing in

nature. As we know that with the experience exposure to different situations persons, cultures one may enhance his or her level of emotional intelligence.

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SECTION I CURRENT ENVIRONMENT: EVENTS, PRESSURES, & SATISFACTIONS				
SCALE 1: LIFE EVENTS				
<i>Think aboutthe past year. For each of the work and personal events listed below, please indicate how much each has been a source of distress for you.</i>				
WORK				
	Great	Moderate	Little	None/Didn't Occur
Fired, laid off, quit or retired	3	2	1	0
New job or employer	3	2	2	0
New type of work	3	2	1	0
Downsizing or reorganization at my company	3	2	1	0
Some other changes at work not listed above which caused you distress	3	2	1	0

Well in this session we will be examining in detail one after another different components of EQ profiles of a person's you can also try this test with a honest attempt to know exactly where do you stand on your EQ map to being with the first section deals with a three important dimensions that levels once awareness about his or her current environment.

What we call events, pressure and satisfactions let us begin with life events. Life is an event that impacts a person lifestyle to the maximum or minimum so that is why on the basis of the impact of any kind of events we decide or the psychologist decides the outcome of those events how far it lasts. So it has been standard in scientific literature that marriage brings maximum positive impact in one's life while death of spouse brings maximum dissatisfaction or distress in one's life.

So let us see how other factor are how other life events that as impacted as till death in our life will decide the level of our assessment about our current environment which include events pressures and suspicions. Say for examples life events the scale one consists of different situations related to work and personal events listed below. Please indicate how much each has been a source of distress for you.

So all these situations are belonging to your work scenario the each and every item is rated on a four point rating scales rating from great, moderate, little none or did not occur. Did not occur is code as zero little is one, moderate is two and greater is what you call three what you call highest mark. Say for examples how much the fire lead of a quit or return how much the situations of your work has been impacted you is it dead deal moderate little or none.

New job or a employer how much it has impacted you new type of work downsizing or reorganization at my company. Say for examples your company is suffering from severe loss in terms of revenue and financial gains and suddenly decides to restructure is its organization management by downsizing the low performing employees.

Suddenly you find it adds a sob in organization activities so you are not sure of where you will be whether you will be one of them in the list of downsizing employees or sacking employees from the company. But how far you sense it that the downsizing or reorganizations in your organization as impacted you then there is one more some other changes have to work not listed about which caused you distress. Is there something that it has been not listed below that has impacted our life style at your work place?

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Think aboutthe past year. For each of the work and personal events listed below, please indicate how much each has been a source of distress for you.

PERSONAL				
	Great	Moderate	Little	None/Didn't Occur
Financial loss or diminished income	3	2	1	0
Death of a close friend or family member	3	2	1	0
Move or relocation	3	2	1	0
Your separation or divorce	3	2	1	0
Your marriage	3	2	1	0
Brought a new home	3	2	1	0
Crime Victim	3	2	1	0
Birth of a baby, adoption, step- child(ren) or other person(s) added to the household	3	2	1	0
Involvement in a legal system	3	2	1	0
Serious illness or injury of a close friend or family member	3	2	1	0
Some other change, not listed above, which caused you distress	3	2	1	0



There are also some other items who have taken here measuring your personal source of distress say for example think about the past years for each of the work and personal events listed below. Please indicate how much each has been a source of distress for you financial loss or diminished income, death of close friend or family member, more or relocation has relocating a job in your life has impacted you and created stress for yourself.

Your separation or divorce if you have been separated from your spouse from your partner has that become a source of distress for you. Your marriage how much it has impacted a great deal, moderate, little or not at all brought a new home you have brought a new home are you understands? Are you under stress? Are you distress? Because you have taken a huge loan from bank or from organizations and may be you income which is not sufficient to clear your EMI's monthly EMI's.

Has that become a source of distress for managing a family for your children's education etc., A crime victim as it impacted birth of a baby adoption step children's others added to the households. Has this become a source of distress for yourself is there any involvement in legal systems are you involved any kind of legal matters that has been a great source of distress for you. Then are you suffering form series illness or injury of a close friend or a family member.

Is there any series illness to you has that been a source of distress for you for past one month. Some other changes are not listed above which caused distress. So these are some of the statements that measures about the level of distress experienced by you.

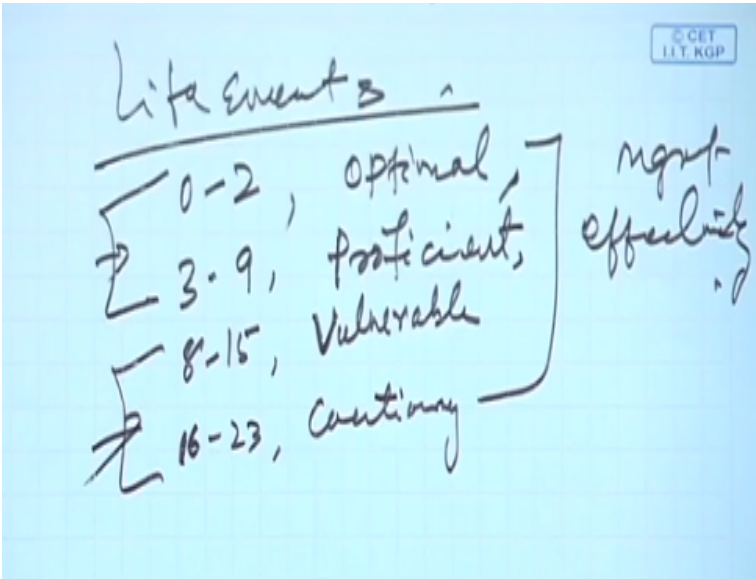
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SECTION I
CURRENT ENVIRONMENT: EVENTS, PRESSURES, & SATISFACTIONS

Please total the values.

RANGE	
0-2	OPTIMAL
3-9	PROFICIENT
8-15	VULNERABLE
16-23	CAUTION

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So then you total out your scores on each scales and if you find that your scores varies from sixteen to twenty three is it states that creates warning for yourself that you are severely suffering from distress.

You have to find out a way out you need to manage your stress properly, if your scores varies from eight to fifteen it is vulnerable. You can be victim of the situations that are currently you are undergoing that may affect your personal as well as organizational life as whole. So therefore you need to consult a person who deals with stress management, anger management etc.

However if your score falls from three to nine which indicates that your proficient although you are suffering from distress or stress related events you can still manage because you are good enough to manage your stress. But still you should check out are you really moving towards a vulnerable stress that is a point of discussion and if your score is zero to two that means you are experiencing optimal stress and this is exactly good for your living, your health, your happiness and also performing good performance you are able to manage your stress effectively.

So this has given us an assessment about an impact of life events in our life on our organizational or work-related behavior. But when it comes to work pressure and satisfaction say for examples if you are suffering from tumors or severe stress and you are at this level vulnerable and cause neuronal. How it is going to impact your work behavior your personal behavior let us have a look at it.

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SCALE 2: WORK PRESSURES AND SATISFACTIONS

Think aboutthe past month. For each of the statements listed below, please indicate how true each is for you.

WORK SATISFACTIONS				
	Very true	True	A Little true	Not at all true
I enjoy my job	3	2	1	0
I have supervisor whom I like and trust	3	2	1	0
I would rather make more money at a less interesting job	0	1	2	3
I believe in what my employer stands for	3	2	1	0
I have a good physical working environment	3	2	1	0
I receive adequate compensation for my work	3	2	1	0
I feel liked and valued by the people at work	3	2	1	0
I receive feedback about the quality of my work	3	2	1	0

So second scale measures the work pressure and satisfaction and how much pressure and satisfaction you enjoy out of your work. So think about the past month for each of the statement listed below please indicate how true is each one for you. I enjoy my job that is wonderful how far you are enjoying of you are enjoying they you are fine then how much you are enjoying a little true, very true or not at all. Please indicate your score I have supervisor whom I liked and trust.

Is it real true? Just true or very true or not at all true accordingly you give your answer. I would rather make more money at less interesting job there are many they do not want interesting jobs but they want big package. That is why you already and discussed in our previous discussion there are many people there are many people mainly in India if you look at IIM's and IIT's and NIIT's.

Where people they hardly bother about a kind of job they are doing but they are mostly interested about big packages. So what would be my packages as per annum is it fifty lakhs is it one point two crores. Irrespective of whether they are not enjoying or not enjoying so it depends on what is your priority. I have a good physical working condition many people they are not in interested about packages they are interested about physical condition of the environment where they are working so that they are more interested about their enjoyment.

Rather than packages or monetary benefits I receive adequate compensation for my work many people say I am happy with my work because I enjoy it due to high compensation I get out of my work I feel liked and valued by the people at work. I receive feedback about the quality of my work they are people who certain work without any feedback they just like they do it just like machine. So if your work is mechanical.

Are you really interested and enjoying it are you really motivated what is your priority. So accordingly you will likely to derive satisfaction out of your work. So please indicate your choice without any hesitation without any in too much prospection on its dimension because that will dilute the real assessment.

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SCALE 2: WORK PRESSURES AND SATISFACTIONS

Think aboutthe past month. For each of the statements listed below, please indicate how true each is for you.

WORK SATISFACTIONS				
	Very true	True	A Little true	Not at all true
I use my abilities and talents on the job	3	2	1	0
I participate in decisions about things at work which affect me	3	2	1	0
I am respected by the people in the community for my job	3	2	1	0
When considering my contributions, I feel short-changed by my company	0	1	2	3
Resources are limitless, I have to fight to get things	0	1	2	3

To continue from there I use my abilities and talents on the job I participate in decision about things at work which I affect me I am respected by the people in the community for my job when considering my own contribution. I feel certain feel certain chain by my company resources are limitless I have to fight to get things done so these are some of the items that has been in developed to measure the level of your work satisfaction.

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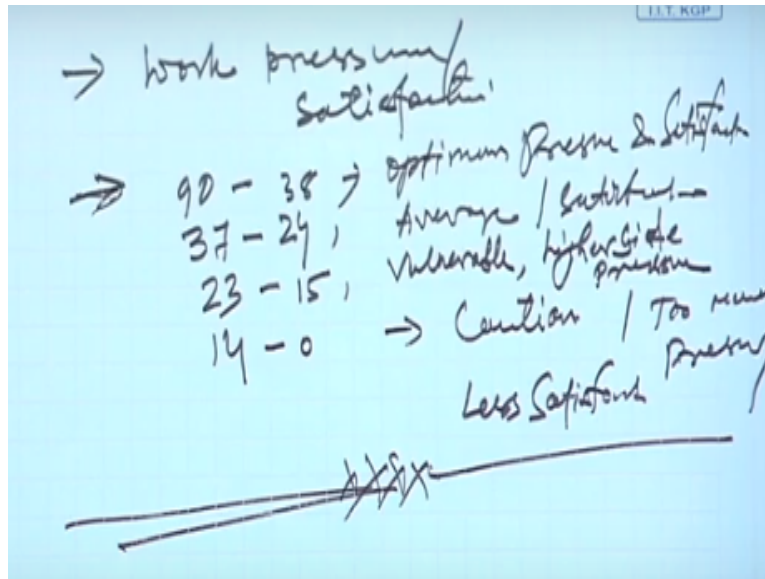
SCALE 2: WORK PRESSURES AND SATISFACTIONS

Think aboutthe past month. For each of the work and personal events listed below, please indicate how much each has been a source of distress for you.

WORK PRESSURES				
	Great	Moderate	Little	None/Didn't Occur
Job security	0	1	2	3
Relationship with an immediate supervisor	0	1	2	3
Shifting priorities at work	0	1	2	3
Relationship with co-workers	0	1	2	3
Opportunity for advancement and growth	0	1	2	3
Too much work	0	1	2	3
Control over my workload	0	1	2	3
Lack of job flexibility to deal with family and/or personal emergencies	0	1	2	3
Favouritism or unfair hiring and/or promotion policies at work	0	1	2	3
Constant monitoring of job performance by management	0	1	2	3

But here this statement that measure how much pressure or stress you experience out of your job. Job security is it a source of stress for you great, moderate, little none relationship with immediate supervisor are you going well with your supervisor.

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So accordingly you will enjoy or experience stress so work pressure and satisfaction these are certain areas that dealing with your work activities relationship with coworkers. What kind of relation you hold with your fellow team meets opportunity for advancement and growth is there any score for future growth are you looking into your carrier development. Too much work is you enjoying it or loading with too many responsibilities.

Control over my work load you do not have any control you want to control it lack of job flexibility to deal with family or personal emergencies. So organization do not allow to focus on your family is that becoming a source of stress for you. Then favoritism or unfair hiring having experienced favoritism around hiring for your work place, have experience on your unfair practice in terms so promotions so this dimensions pertaining to that dimension.

Then constant monitoring of job performance by management, is the management constantly evaluating your performance and that has giving you pain and that has creating lot of stress and strength on your mind. Boring or uninterested work are you doing boring jobs a job that is not interested at all special recognition or our to your job are you getting special appreciation from your job authority or from your superior or supervisors

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SCALE 2: WORK PRESSURES AND SATISFACTIONS

Think aboutthe past month. For each of the work and personal events listed below, please indicate how much each has been a source of distress for you.

WORK PRESSURES				
	Great	Moderate	Little	None/Didn't Occur
Boring or uninteresting work	0	1	2	3
Special recognition or award at my job	0	1	2	3
Pressure from competing deadlines at my job	0	1	2	3
Loss of commitment to work	0	1	2	3
Feeling bogged down in red tape and unable to accomplish anything	0	1	2	3
Flexibility hours of work	0	1	2	3
The commute to my job	0	1	2	3

Please total the values for both the work satisfactions and pressure sections.

Range of Scores
90-38
37-24
23-15
14-0

Then pressure from competing deadline at a job are you really experienced experiencing a lot of time line deadline time deadline for completion of your job.

Has that become a source of trouble for you loss of communication to work have you lost commitment towards your work because it is not any more interesting for you. You are not enjoying at all then filling bogged down in read table unable to accomplish again. You are feeling lots of frustration because things are not happening the way it should happen. Flexibility hours of work you want to work at your home due to some family compulsion or responsibility is your organization allowing you.

Is there any practice of (()) (24:26) how much as that become a source of pressure or trouble for you? The commute to my job are you really becoming more and more stress because you have to travel a long distance from your family place to your workplace from your home from your residence to your workplace. So how this areas have affected your work behavior. How they have become a source of your work pressure and satisfaction.

See if your falls between zero to fourteen then that becomes caution you are experiencing too much pressure less satisfaction, if your score falls between fifteen to twenty three you are vulnerable you can be victim of your work pressure because still you are enjoying higher side of

pressure from your work. If your score is twenty four to thirty seven you are proficient you are on average pressure and average satisfaction from your work.

But if you are your score is between thirty eight to ninety, yeah you are enjoying a good balance of your work optimum pressure and satisfaction. Since it is a common clause I am not focusing individually because that can be only done on the basis of individual assessment.

When you go through the exercise you can put up a person specific questions that why you are enjoying too much work pressure compared to all and that can be answered by the assessor or myself. So that is why is not giving any specific solutions as it is a general exercise being conducted and equally applicable for all.

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SCALE 3: PERSONAL PRESSURES AND SATISFACTIONS				
<i>Think aboutthe past month. For each of the personal pressures listed below, please indicate how much each has been a source of distress for you.</i>				
PERSONAL PRESSURES	Great	Moderate	Little	None/Didn't Occur
	Financial difficulties	0	1	2
Increased caretaking responsibilities for an aging or disabled relative	0	1	2	3
Conflict with partner or spouse	0	1	2	3
Raising a child	0	1	2	3
Being separated from a spouse	0	1	2	3
Deteriorating personal health	0	1	2	3
Finding quality day care or problems with current day care situation	0	1	2	3
Not enough time to spend with those closest to me	0	1	2	3
Dangerous or unsafe neighbourhood	0	1	2	3
Relationship with a close relative (parent, sibling, in-law)	0	1	2	3

Now moving further to the third scale which measures the personal pressure and satisfaction this talks about think about the past month for each of the personal pressure leads listed below please indicate how much each has been a source of distress for you the personal pressure includes like financial difficulties are you suffering from financial deficits.

Increased care taking responsibility for aging and disabled relatives are you really suffering pressures due to taking care of your close one's conflict with partner or spouse when you fight

with wife has that become a source of stress for you raising a child you not as in modern life this has become a common features and creating personal pressure.

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The image shows a handwritten table on a light blue background. The title is 'Personal Pressure / Satisfaction'. The table has three columns: an arrow pointing right, a numerical value, and a qualitative description. The data is as follows:

Personal Pressure	Satisfaction
→ 66 - 24	Optimism →
→ 23 - 15	- Prognosis
→ 14 - 8	- Value
→ 5 - 0	- Culture

Personal pressure as become a daily features in everybody's life personal pressure and satisfaction due to carry all couples working were both husband and wives are working they hardly have time for children's their relatives their parents etc., So that is why it is very difficult for them to pay attention to their kids and that has become a source of stress then being separated from his house are you separated from your partner then detracting personal health has your personal health has been detracted and that is causing finding quality day care problems.

Not enough time to spend with those closest who closest to you dangerous or on sub neighbor are living in a place where neighbor are not good for relationship with a close relative has become as source for you.

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SCALE 3: PERSONAL PRESSURES AND SATISFACTIONS

Think aboutthe past month. For each of the personal pressures listed below, please indicate how much each has been a source of distress for you.

PERSONAL PRESSURES				
	Great	Moderate	Little	None/Didn't Occur
Sexual conflict or frustration	0	1	2	3
Work- family conflict	0	1	2	3
Lonely or lack of intimacy	0	1	2	3
Fertility or reproductive issues	0	1	2	3

So if are scoring you high on it then you are likely to experience a high level of personal pressure then sexual conflict or frustration, work, family conflict are you experiencing high level of work family conflict. We are not maintaining the a balance lonely or a lack of intimacy a fertility or reproductive issues or these issues are becoming source of stress for you

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SCALE 3: PERSONAL PRESSURES AND SATISFACTIONS

Think aboutthe past month. For each of the statements listed below, please indicate how true each is for you.

PERSONAL SATISFACTIONS				
	Very true	True	A Little true	Not at all true
The people around me will take time for me when I need it	3	2	1	0
Those closest to me understand when I am upset and respond to me	3	2	1	0
I feel accepted and loved by those closest to me	3	2	1	0
The people close to me support me to do new things and make changes in my life	3	2	1	0
I spend quality time with friends/ family	3	2	1	0
I am able to give what I would like to give my friends/ family	3	2	1	0
I can ask for help from my family and friends when I need it	3	2	1	0
I know that others are there for me	3	2	1	0

On the other side when you look at personal satisfaction. There are also certain areas of work behavior that has become source of your happiness. Say for examples like people around you take time for you when you need them I feel accepted and loved by those closest to me I can ask for help from my family and friends when I need it.

I know that other are there for me so if you total your score you will get four range of scores the lowest one is zero to five this is called caution second is six to fourteen this is called vulnerable then fifteen to twenty three this is proficient then twenty four to sixty six this is called optimum less is the score more is your stress more is the score better is your personal satisfaction and that is how you enjoy your personal pressure and satisfaction thank you.