

Emotional Intelligence
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Module No # 4
Lecture No # 18
EQ Map (Contd.)


Welcome back to the ongoing exercise on EQ mapping we just now finished the first section of EQ mapping that is what you call the current environment but the second section we leave it as we have already discussed in our previous class that is about emotional literacy this emotional literacy covers emotional self-awareness emotional expression and emotional awareness of others.

(Refer Slide Time: 00:21)

SECTION II EMOTIONAL LITERACY				
SCALE 4: EMOTIONAL SELF AWARENESS				
<i>For each item listed below, please indicate how well it describes the way you currently think or feel about yourself.</i>				
	Very well	Moderately well	A Little	Not at all
I can name my feelings	3	2	1	0
I've learned a lot about myself by listening to my feelings	3	2	2	0
I can tell when I am getting upset	3	2	1	0
When I am sad, I know the reason(s) why	3	2	1	0
I tend to judge myself by how I think others see me	0	1	2	3
I enjoy my emotional life	3	2	1	0
I can name my feelings	3	2	1	0
I've learned a lot about myself by listening to my feelings	3	2	2	0

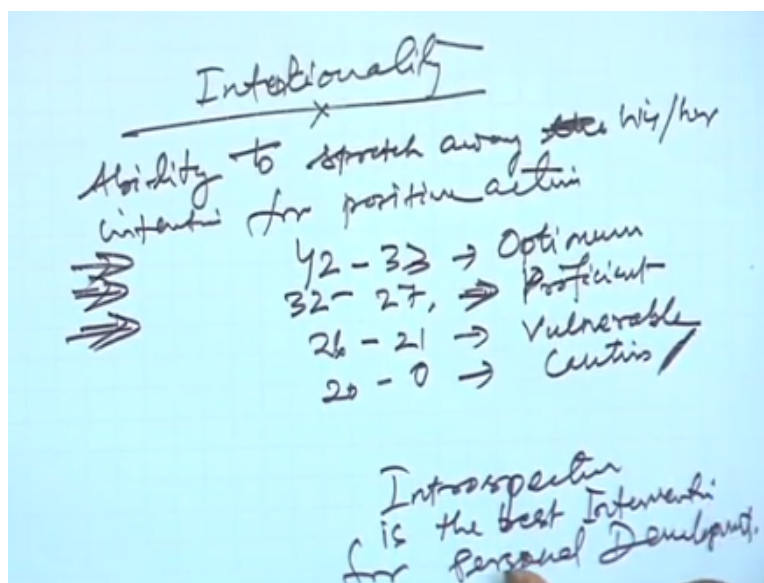
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SECTION III EQ COMPETENCIES				
SCALE 7: INTENTIONALITY				
Think aboutthe past month. For each item listed below, please indicate how well the statement describes your behaviour or intention.				
	Very well	Moderately well	A Little	Not at all
I can easily shut out distractions when I need to concentrate	3	2	1	0
I finish most things that I start	3	2	2	0
I know how to say no when I have to	3	2	1	0
I know how to reward myself after accomplishing a goal	3	2	1	0
I can put aside short-term rewards for long term goals	3	2	1	0
I can completely focus myself on a task when I need to	3	2	1	0



Yeah we can straight forward we can shift to the third section which covers a number of important competencies that are vital for any person to not serve within yourself in order to remain emotionally healthy and to behave emotionally smartly these competencies are called intentionality. You know when we talk about intention very often we seen in organizations people always express intentions towards their colleagues when they are not able to grow.

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So intentionality refers to one's ability to stress away their intention once ability to stress away his or her intention for positive action I would like to quote one daily examples say for examples

when two colleagues are applying for promotions in their own organizations. When one gets promoted other could not make it the other one always tried to feel frustrated and it develops very ill thirst against his colleagues being the best performer of the organization you could not make it.

However the other portions are is how counterpart makes it possible due to some manipulation or etc., but is it ends of our life? Failure is never end and success is never final? So that is why it is very important to keep our intention intact and make it use this intention to a productive way. So that the same person appears for the promotional activities probably he makes it successful next time.

That is instead of focusing on good things developing him or her. If the person is tries to plot against his colleagues in future you will lay down by manipulation or doing organizational politics that is not going to be helpful for him on the long run. So that is why it is very important to hold our intention and positive under difficult under difficult conditions. So here we have brought out the certain features of our daily lives like think about the past month for each item listed below.

Please indicate how well the statement describes your behavior or intention. I can easily sort out a distraction when I need to concentrate. Are you able to concentrate or focus when there is too much distraction around you? I finish most things I start how much you agree on this very well, moderately, a little or not at all. Please indicate your score honestly without discussing or deliberating within yourself.

I know how to say no when I have to are you a person who is confident, expressive and truthful and taking a stand on authentic issues or you just say yes when your boss or seniors says something. I know how to reward myself after accomplishing a goal when you achieve a goal do you really enjoy that do you really think that you have cherished something in your life. I can put aside certain rewards for certain long term goals u usually as human being. We often always focus on achievement of certain goals without imagining our will happen in our future.

So it is always ideal that a person who is having good intention he always focus on achievement of broad goals in future than keeping eye on achievement of certain goals. I can completely focus myself on a task when I need to, are you able to focus on with full commitment with the full concentration and attention to carry out your task that is very important that decide what your intention.


(Refer Slide Time: 06:06)

SCALE 7: INTENTIONALITY
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 do things I later regret	0	1	2	3
I accept responsibility for managing my emotions	3	2	2	0
When faced with a problem , I like to deal with it as soon as possible	3	2	1	0
I think about what I want before I act	3	2	1	0
I can postpone my personal gratification for a greater goal	3	2	1	0
When I'm in a bad mood I can talk myself out of it	3	2	1	0
I get angry when I am criticized	0	1	2	3
I do not know the source of my anger in situations	0	1	2	3

Please total the values.

Range
42-33
32-27
26-21
20-0



I do things I latter regret this is also in fact happens to every one of us that in a hurry we want to achieve many milestone in short span of your life in a process we commit. So that is why many times people do certain things that the latter regret in later life. So this is a side effects of good intention so that is why if your scoring high on it that means you are in intentionally goes down. I accept responsibility for managing my emotions that is very nice.

I accept responsibility for managing my emotions you should not show your negative emotions if you have been given certain assignments that you are not interested at all. Because you know organizational responsibility is also individual responsibility. So that is why good people always work in good organizations where individual objective or organizational objectives goals are aligned well and aligned with each other's.

When faced with a problem I like to deal with it as soon as possible are you avoiding your problems when I come on your way or your instantly paying attention and solving it. I think

about what I want to before I act this is also one of the best thing that a person should think twice thrice before acting on anything. I can postpone my personal gratification for a greater goal that is wonderful that is in fact expected from any emotional intelligence people.

Sometimes personal satisfaction sometimes personal sacrifice is more important than others benefits that are how emotional intelligent people always look for and that is one of the best quality reflected in empathic concern that brings welfare and upliftment in the life of others. And that is also I like to always say in my class that this is one of the best quality of effective leader. I can postpone my personal gratification for a greater goal when I am in a bad mood.

I can talk myself out of it never isolate yourself. When you are not in a good mood I get angry when I am criticized is it. If it so then you are in a position that you are not able to think properly or positively. I do not know the source of my anger in situations this also sometimes say and it leads towards your low level of emotional literacy. So your intentionality will go down if you score high on these dimensions.

So you can check out the intentional at this score like say for example zero to twenty, twenty one to twenty six, twenty seven to thirty two and thirty three to forty two. If your score is between thirty three to forty two then you are at the optimum category you are holding a wonderful intentional your that is full of positive or like to prosper in future. If your score is between twenty seven to thirty two you are at the average what we call proficient.

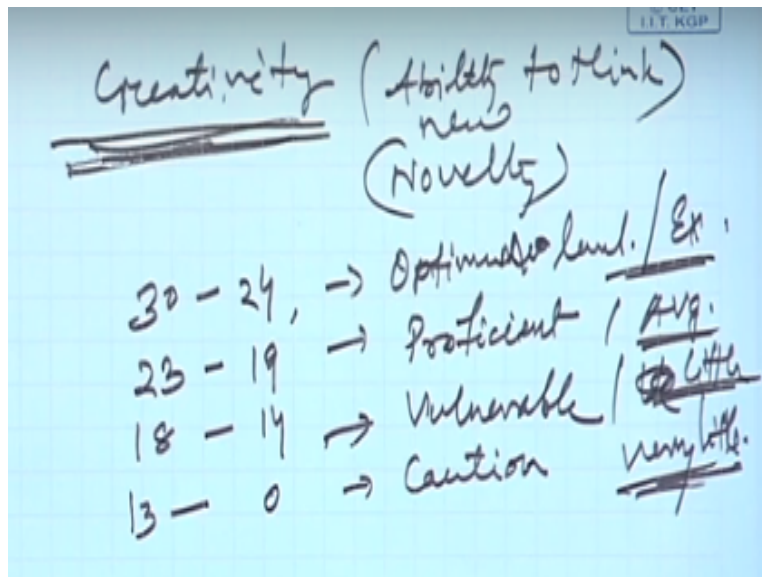
Your intentionality neither nor too good so you are able to manage but still you need to develop if you fall between twenty one to twenty six then you are vulnerable. And you are likely to suffer but if you are score in between zero to twenty this is a caution you are under great trouble or this is quite dangerous. So you need to recheck, re-analyze, your intentions and that that because our intentions levels are behavior.

So we must be very careful so one need to examine each and every intention mentioned over here how it goes on than himself or herself. So introspection is the best intervention, introspection is the best intervention for personal development.

(Refer Slide Time: 11:20)

SCALE 8: CREATIVITY				
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've suggested innovative projects for my company	3	2	1	0
I participate in the sharing of information and ideas	3	2	2	0
I fantasize about the future to help me figure out where I am going	3	2	1	0
My best ideas happen when I am not really thinking about them	3	2	1	0
I've had brilliant ideas that came to me in a flash and were fully formed	3	2	1	0
I have a good sense of when new ideas will succeed or fail	3	2	1	0
I am fascinated by new and unusual concepts	3	2	1	0
I've implemented innovative projects at my company	3	2	1	0
I get excited by new ideas or solutions	3	2	1	0

(Refer Slide Time: 11:28)



Now going further the scale eight that focus on creativity happens to be also one of the one important EQ competencies as you have already discussed earlier that there is a direct link between emotional intelligence, intelligence creativity and wisdom.

So anything that creativity means ability to think new something new that never exist before or some people say it is simple novelty. Any kind of noble behavior is known as creative behaviors so let us have a look at your creative potentialities where do you stand exactly think about the past month for each item listed below. Please indicate how well the statement describes your

behavior or intention say for examples I have suggested innovative projects for my company are you if yes how far, how well.

If it is very well then give three moderate is two little one not at all zero. I participate in the sharing of information and ideas do real participate and exchange information among your good team members. I fantasize about the future to help me figure out where I am going I really keep track of yourself about your personal growth where exactly were matching towards.

My best ideas happen when I am not really thinking about them has it happened has it had brilliant ideas that came to me in a flash and we are fully formed yes most of the creative ideas they comes in just like a flash.

Just like a lighting in the sky so if you are able to catch them that will that idea will sell in millions of dollars I have a good sense of when new ideas will succeed or fail this is also another indication that you are creative in your approach in your intention in your behavior that you are able to judge or identify creative potentiality or creative intentions within yourself as well as others.

I have implemented innovative projects at my company another way of measuring somebody's creativity is looking at how many projects he has done very creativity that none of the members of the organization has done during the last few months. I get excited by new ideas or solutions once somebody introduced some new ideas are you fascinated are you excited. Do you really appreciate or encourage new ideas that is also another sign of one's creativity.

(Refer Slide Time: 14:36)

SCALE 8: CREATIVITY				
<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 am good at brainstorming on a problem to generate options	3	2	1	0

b

Please total the values.

Range
30-24
23-19
18-14
13-0

I am good at brain storming on a problem to generate options very we have seen that works of seminar conference discussions, team discussions, brand storming sessions these are certain events that bring our creative ideas among members among leaders. So are you really feel comfortable when brain storming sessions takes place on a problems to generate options. If he as that is the sign of creative potentials so after giving score to each and every statement you will find four kinds of scores on it on this dimension what we called creativity.

Zero to thirteen if your score falls between that means you are creativity is very low you are completely suffering from creative behavior if your score is between fourteen to eighteen you have a very little what you call a vulnerable very little. If you behavior in between nineteen if your score is in between nineteen to twenty three then you are processing average you can manager your you have average level of creative behavior what we call proficient.

You can appreciate creativity within yourself as well as in others if you have score you have a score in between twenty four to thirty you stands as very optimum level and this is what required optimum level you the otherwise we call it excellent. You know this is called average this is called little and this is very little and accordingly you can think out about yourself. There are many ways to encourage creativity to flourish if you have any questions related to you can ask me and I am there to answer your questions.

(Refer Slide Time: 17:07)

SCALE 9: RESILIENCE
 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 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

(Refer Slide Time: 17:13)

9. Resilience
 Coping Under stress/
 Thriving on stress/
 Thrive in on stress

10. Interpersonal Communication
 30 - 28, optimum level / Ex
 27 - 23, Proficient / Average
 22 - 18, Vulnerable / Little
 17 - 0, Cautious / for little.
 by Sunita
 Henna

And question nine sorry the scale nine that focuses on resilience so this is another coping under stress coping under stress or in other words you can say thriving on stress. How much you have been affected by threat conditions distressful conditions arising out of your work. In fact we have elaborately discussed on this yesterday. So I do not think that I should elaborate on this you take this test find out your score and you check where do you stand on this.

(Refer Slide Time: 17:54)

SCALE 9: RESILIENCE

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 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

And if you have any individual queries related to how to enhance any resilience potentialities I am there to help you out.

(Refer Slide Time: 18:08)

SCALE 10: INTERPERSONAL COMMUNICATION

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 am able to grieve when I loose something important to me	3	2	1	0
I feel uncomfortable when someone gets too close to me emotionally	0	1	2	3
I have several friends I can count on in times of trouble	3	2	1	0
I show a lot of love and affection to my friends and family	3	2	1	0
When I have a problem I know who to go to or what to do to help solve it	3	2	1	0
My beliefs and values guide my daily actions	3	2	1	0
My family is always there for me when I need them	3	2	1	0
I doubt if my colleagues really care about me as a person	0	1	2	3
I have a difficult time making friends	0	1	2	3
I hardly cry	0	1	2	3



So let us go to the next scale what you call scale number ten that is called interpersonal communication. So what is interpersonal communication that means how you communicate with your friends, colleagues, your friend members everybody around you interpersonal talking to other people?

So think about the situation where you have behaved think about the past months for each item listed below please indicate how well the statement describes your behavior or intention. So

these are some of the statement that describes your interpersonal communication profile. I am able to grieve when I lose something important to me something that you have lost. How do you cope with those situations I feel uncomfortable when someone gets too close to me emotionally.

Is it really if yes then you are interpersonal communication is low I have several friend I can count on it. I can count on in times of troubles that are where we derive our whole range of social support in our life. If you have good number of people around you during the time of your stress then you are very fortunate you derive lot of social support your interpersonal communication is this very high.

When I have a problem I know who to go to or what to do to help solve it this is also an item measuring in high level of emotional intelligence if you score high on it my beliefs and values guide may delay actions my family always there for me when I need them this also this is also because we all know that family is one of the important source for getting our social support. So if you are interpersonal communication is good and healthy enough you are likely have them all around you.

I have difficult time making friends every person who always feels it is very difficult to make friends that is a sign of low level of EQ or particularly on a low level of interpersonal communication. I hardly cry it is not that people those who are good in their emotional intelligence do not cry in their life.

No that is also another weakness of emotional intelligence people those who can understand others who care for others who display concern for others are likely to cry hundred times more than their counterparts who are low in their emotional intelligence or low level of interpersonal communications .

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SCALE 10: INTERPERSONAL COMMUNICATION

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

Please total the values.

Range
30-28
27-23
22-18
17-0

Yeah then after going through after taking the test you will get a range of scores like zero to seventeen, eighteen to twenty two then twenty three to twenty seven and twenty eight to thirty. If your score falls between twenty eight to thirty this is a good range of scores showing your optimum level of interpersonal communication optimum level you are very good in fact you are excellent.

If your score falls between, twenty three to twenty seven then you are at the proficient level what we otherwise call average. If your scores fall between, eighteen to twenty two you are vulnerable you have to really develop a lot. If your score falls between zero to seventeen you are at the caution stage. You cannot manage your life easily because interpersonal communication plays very important role in our survival.

So therefore this is true little you must take into consideration and pay immediate attentions it requires immediate attention this is how the interpretation of interpersonal communications and number eleven

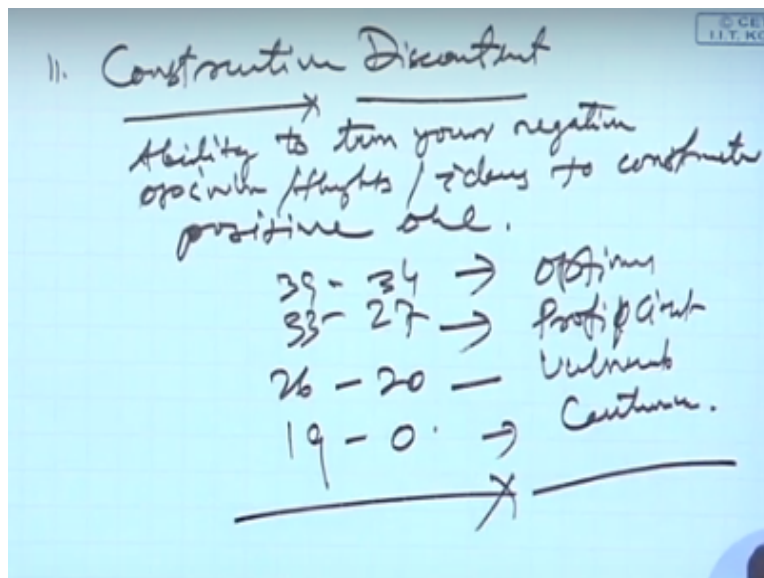
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SCALE 11: CONSTRUCTIVE DISCONTENT

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 can disagree effectively to bring about change	3	2	1	0
I would not express my feelings if I believed they would cause a disagreement	0	1	2	3
When it comes right down to it, I can only trust myself to get things done	0	1	2	3
I remain calm even in situations when others get angry	3	2	1	0
It is better not to stir up problems if you can avoid doing so	0	1	2	3
I have a hard time getting consensus from my work team	0	1	2	3
I solicit feedback from my peers on my performance	3	2	1	0
I am good at organizing and motivating groups of people	3	2	1	0
I enjoy the challenge of facing and solving problems at work	3	2	1	0

(Refer Slide Time: 23:22)



So that it is very important domain of EQ competency what we call the constructive discontent constructive discontent. How quickly you turn your negative in negatively to positive one.

Ability to turn your negative opinion, thoughts or ideas to constructive or just constructive or positive one as human being see this is very difficult for us to practice it but people those who practice they high successfully in their life because they are resilience they have patients and they change themselves very quickly. So although it is very painful to change from a negative one to positive one but once you do it the benefit endless.

So let us have a look at his scale what you think about the past month for each item listed below. Please indicate how well that statement describes your behavior intention, I can disagree effectively to bring out change very nice that is very wonderful in fact this is a sign of your constructive discontent and constructive approach I would not express my feelings. If I believe they would cause a disagreement.

So if you are scoring high on this that that indicates the low of level of your discontent because you are protecting your negative domain when it comes right down to it. I can only trust myself to things done I remain calm even in situations when other get angry it is better not to stare a problems if you can avoid doing so. I have a hard time getting consensus from my work team, I solicit feedback from my peers on my performance I am good at organizing and motivating groves of people.

Many times what happen we feel frustrated when somebody comment on our work because that creates trouble on the part of our progress but that is where taking negative comments of people around you and putting them into a constructive framework is the sign of high level of constructive discontent. I am good at organizing and motivating people are our able to really persuade people for achievement of group, goals.

I enjoy challenge facing and solving problems at work yes when you are doing good work at work. There will be many hurdles, many troubles on your way. How you are managing them? If you are able to do that successfully that sign of your high level of constructive discontent

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SCALE 11: CONSTRUCTIVE DISCONTENT				
<i>Think aboutthe 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 listen to criticism with an open mind and accept it when it is justified	3	2	1	0
I let things build up to a crisis point before talking about it	0	1	2	3
When I make a critical comment I focus on the behavior and not the person	3	2	1	0
I avoid confrontations	0	1	2	3

Please total the values.

Range
39-34
33-27
26-20
19-0

In addition to that there are few more here. I listen to criticism with an open mind and accept it when it is justified this is exactly what I was trying to how quickly you are accepting other criticism and making use of your own growth as well as growth of the organizations.

So this is a sign of good constructive discontent I let things build up I let things build up to a crisis point of before talking about it this is dangerous one should not do but there are ideal people those who are low in constructive discontent they are likely to practice this kind of behavior which is never advised when I make a critical comment I focus on the behavior and not the person exactly one soon actually look into analyze into the behavior of the person.

What he has produced easy helpful for the organization easy behavior is conducive for bringing good performance that should be notice not the persons physical abilities is personal deficiencies because the moment you highlight a particular deficiency of a person and make him and flash it at the face of others then you are reducing the self-image of a person's by doing that should not be one's approach.

I avoid confrontation this is also one of the weakness of the person who could stay away who could sign away from confrontation in a group, in a team while working in an organizations, Because if you are not able to convince what is the strength and weakness of your behavior or

the kind of work you are doing he you are in a state of you know holding irrational kind of figure. You are so and so you are not confronting with this guys these are worthless people.

So this kind of attitude may lead to wrong consequences so therefore you also going to get four kinds of responses one is zero to nineteen, twenty to twenty six and twenty seven to thirty three and thirty four to thirty nine. The highest score is called optimum the second highest is called proficient the third highest is called vulnerable and zero to nineteen is called caution. So, one need to check out their profile and the moment you read out each and every item that will give one, that will act as an eye opener to your constructive discontent profile thank you so we will come back.