

**Emotional Intelligence**  
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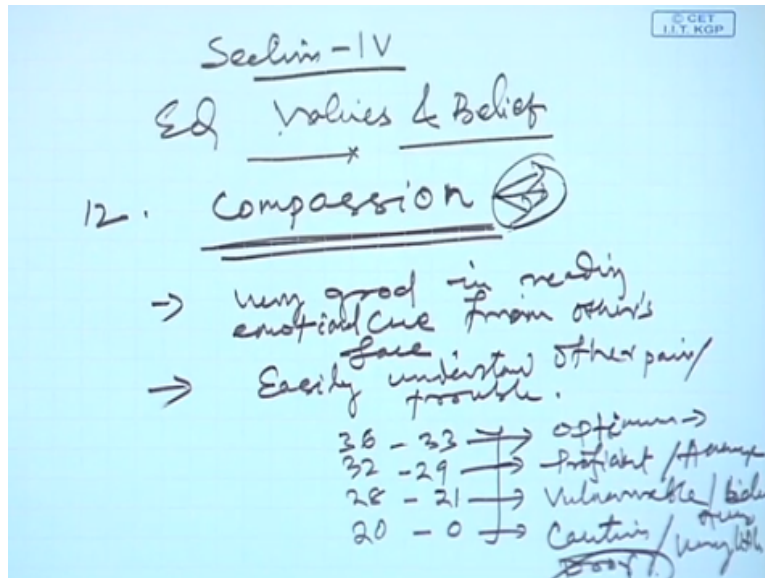
**Module No # 4**  
**Lecture No # 19**  
**EQ Map (Contd.)**

Well welcome back now let us examine what are the EQ values and beliefs that are very important to study and assess in the context of emotional intelligence. The section four of EQ mapping source that the section deals with EQ values and beliefs,

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SECTION IV EQ VALUES AND BELIEFS				
SCALE 12: COMPASSION				
<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 can see pain in others even if they don't talk about it	3	2	1	0
I am able to read people's emotions from their body language	3	2	2	0
I act ethically in my dealings with people	3	2	1	0
I would not hesitate to go out of my way to help someone in trouble	3	2	1	0
I take the feelings of others into consideration in my interactions with them	3	2	1	0
I can put myself in someone else's shoes	3	2	1	0

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So scale number twelve that measures once compassion. How compassion at a person is so it is the state of the offence of the person's that displays about his compassionate behavior.

How do you express sympathy and empathy towards others? How cordial you are others? How please into others? I can see pain in others even if they do not talk about it. So this is one of the important ability of an emotional intelligent person who can easily understand looking at the person he can understand thoroughly about the distress situation of a person even if the person does not disclose about her pain or troubles.

The second the second statement talks about I am able to read people see emotion from their body language. So compassionate people are very good in reading emotional cues from others face. They can easily understand they can easily understand others pain and trouble. There is one more statement here the third statement talks about I act ethically in my dealings with people.

So it also reflects that people those who are compassionate the value moral ethics they act honestly if you are scoring high on it then your ethical characteristic or ethical prospective is high. Then if you look into next statement I would not hesitate to go out my way to help someone in trouble. So this is also another characteristic of a person. Who always try to put his legs in other shoes that mean the person tries to help out others going out of their way.

I take feelings I take the feelings of others into consideration in my interaction with them. So a person while engaged in discussion deliberations always takes consideration of other emotions or other feelings into prospective. I can put myself in someone shoe, so this is what I was telling that a person goes beyond out of his way helping others. There are few more statements also noted here, there are some people I have never forgiven is to so?

So if you are scoring high on this statement you are likely to be negative, you are likely to be revengeful, you are likely to be you know arrogant, egoistic, you never forgive others. So this is exactly a negative characteristic of emotional intelligent person. Then I can forgive myself for not being perfect that is exactly correct nobody is perfect in this world. In fact people who those tries to be perfect may be commit many mistakes in their lives.

So a person who can forgive himself or not being perfect is a ideal person in this world. I would say when I succeed at something at something I often feel I could have done better this is exactly one of the characteristics of a compassionate person that he always creates scope for future always create opportunity for future development and that exactly every one of us should have in our attitude in our behavior.

I help others to save face in a top situations so people those who are compassionate always try to surface in a very top situations. I constantly worry about my shortcomings nobody is perfect (( )) (05:53) in this world. So one should not be much worry about his inability to certain things or he should not be worry about certain weaknesses he holds to his personality because life is full of learning and if there is scope for improvement one should keep on trying.

So there is nothing to worry about once shortcomings or weakness in life. I am jealous of people who are more than I do this is exactly a very negative characteristic of a compassionate people. So if you keep on scoring about this you will four range of scores zero to twenty, twenty one to twenty eight, twenty nine to thirty two, thirty three to thirty six. I always repeat that whenever you are trying this test please do it honestly do not consent do not analyze do not interpret what should be my ideal response?

That will in fact not give you right kind of assessment about your compassion profile. So if your score ranges between thirty three to thirty you are optimum you are very good in fact you are excellent there is a healthy development of this profile within yourself. If your score in between twenty nine to thirty two you are proficient means you are average then if you are falling between, twenty one to twenty eight then you are vulnerable.

You need to develop a lot in order to become a compassionate person, this is well below average or little and this is very poor what do you call caution this is level very little or poor it reflects a poor state of development of compassion within yourself you need to flourish it immediately and immediate attention is required at these stage. So this is how the compassion shows its importance within a person I order to become emotional intelligence person.

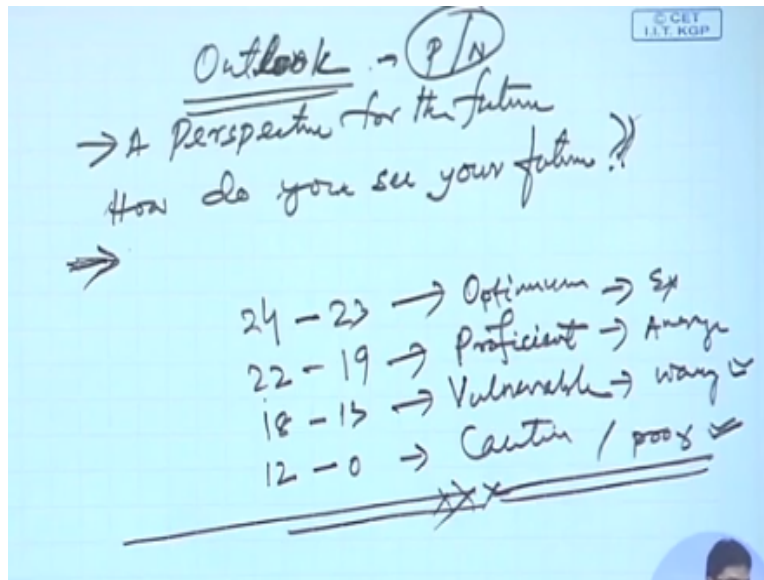
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**SCALE 13: OUTLOOK**  
*Think about ....the past month. For each item listed below, please indicate how well the statement describes your behaviour or intention.*

	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

So moving further let us examine what exactly outlook is. Outlook is one of the important you know EQ value of a person so what do you mean by outlook?

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Any idea as layman what do you understand? Outlook is nothing but a prospective for future a prospective for the future. How do you see your future?

How do you see your future these are some of the questions we often ask to the students of the participants of the EI course to level to get idea of about their outlook because it influence the entire range of our behavior in order to become productive in our lifetime. So think about the past month for each of the item listed below please indicate how well the statement describes your behavior or intention. I look on the bright side of the things exactly a person who is positive and holds a positive outlook.

This outlook can be positive and can be negative so a person who hold a positive outlook in this life always look at the bright side or the right side of the everything I love my life that is a very accurate and appropriate approach to once life to live longer, to flourish, to march towards prosperity and that brings a good human development in one's life. I know the third statement I know I can find solution to difficult problems when you have approach of can do I can achieve I can get along I can definitely do that.

So this kind of approach also bringing prospective to your approach that how you handle problems in a life. It is not that there is some difficulty and you shy away from the trouble. I

believe things usually work out for the best if you believe that whatever it is happening for your betterment than you are likely to succeed in future.

Never get upset with if something is going not on your way. I have continually frustrated in my life because of bad breaks say for examples yesterday we have been talking about optimism and there are called long optimism and long pessimism it is up to the person in which direction he goes on. If you are thinking that my life is full of failures and that brings frustration. You can no longer survive in this world but if you are learning that yes these failures can be pillars of the success in my life.

You will be wonderful, achievable and a successful person in our life. I like who I am that is wonderful yes you should be what you are do not devalue yourself but always look what the positive side of it. You should not be a sadist putting too much emphasis on yourself and creating trouble for others. You like yourself but at the same time always keep scope for looking at the liking side or loving side of others. I see challenges as opportunities for learning that is exactly people look into their profile.

A person who holds always a positive outlook in life they always thinks the challenges or opportunities not troubles, not hindrances the only thing is that how you make use of the challenges for your future growth and development. Under pressure I am confident I will figure out a solution people having a positive always have patience composure and confident and always think from various grounds to generate multiple solutions or options to solve the problems.

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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

And to come out of their pressure the experience so after doing this test you will get again four categories of score from zero to twelve another is from thirteen to eighteen and from nineteen to twenty two and twenty three to twenty four. So if your score is falling between the first categories the highest score category then you is at the optimum level. If it is between, nineteen to twenty two then you are proficient if it is Between thirteen to eighteen, then you are vulnerable and it is zero to twelve you are at the stage of caution or cautionary right.

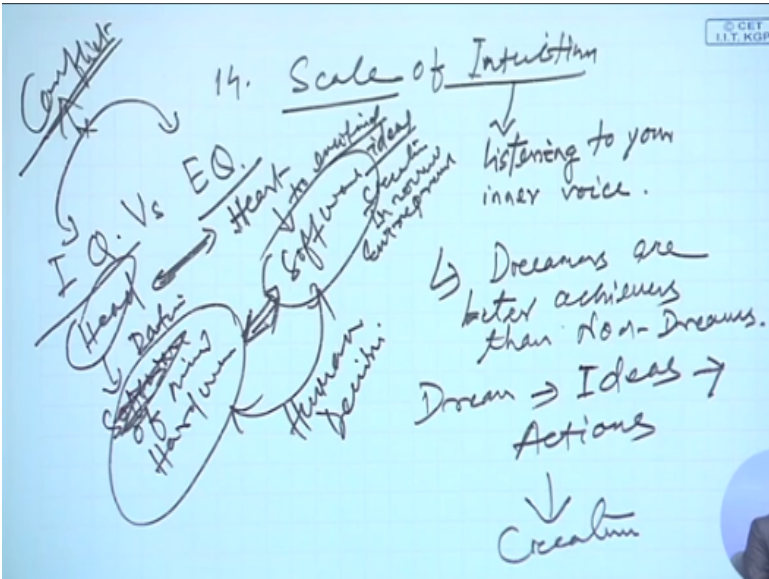
So this is a very poor state of affairs this is a warnings stage, this is a normal what you call average stage but this is the full development of your outlook state of affairs this is excellent or a healthy development one can say. So this is how we interpret and analyze one's outlook profile and we advise people if they are at the stage of vulnerable or caution state on the basis of their score. How they are responded to each specific items and accordingly we provide them advice and suggestions.

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**SCALE 14: INTUITION**  
 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
Sometimes, I have the right answer without having the reason	3	2	2	0
My hunches are usually right	3	2	2	0
I visualize my future goals	3	2	2	0
I can see the finished product or picture before it is complicated	3	2	1	0
I believe in my dreams even when others can't see or understand them	3	2	1	0
When faced with a tough choice, I follow my heart	3	2	2	0
I pay attention when things don't feel quite right to me	3	2	2	0
Once I've made up my mind I seldom change it	0	1	2	3

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Now coming forward to the next level what you call the intuition so this scale is very important to assess somebody's idea intention and behavior the scale of intuition. So what do you mean by intuition? So intuition is nothing but listening to your inner voice so what is inner voice? Know while discussing about IQ and EQ, IQ Vs EQ you know we often say that if IQ is the head EQ is the hat.

You know there is always exchange between these two we call it these is called the software of mind software of mind sorry this is called the hardware and this is called the software. And in the absence of anyone the other cannot function or if function wrongly functions or inefficiently



functions. So most of the human decisions are based on interaction between these and that is why there is always a fight between a head and heart.

When this interaction give rise to conflict but with the help of analysis sometime we often say that the heart takes better decision than the head because the heart is emotional and this is too rational and this is too emotional and emotional ideas are creative, innovative and entrepreneurial. So that is why I always suggest that dreamers are better achiever than non-dreamers.

Because when you see a dreams you generate a lot of ideas out of your dreams and if those dreams they comes to human mind in a complex measure forms and once their dreams is converted into ideas and ideas are converted into actions there cannot be any better creativity than the product that comes out of those creative or intuitive ideas. So that is why we say that dreamers are better achievers than non-dreamers right.

So why because dreams generates ideas and ideas are when converted into actions that becomes very creative. So these ideas are of course we often say our institutive in natures. So that is why the intuition plays very important role in human growth and development. So it is essential to analyze and interpret one's level of intuition say for examples like some time I have the right answer without having the reason because everything cannot be justified.

There are certain things they are automatically they are spontaneous there otherwise called spontaneous over flow of powerful feelings. If they are put into order they can be very scientific ideas my hunches are usually right you know that is why I said that intuitive ideas or the best ideas we derive creative mindset. We develop creative mindset out of intuitive minds they often comes through hunches. I visualize my future goals a person who can see the future very well would be more successful than their counterparts.

I can see finished product or the picture before it is completed no that is why people those who are creative in nature they can visualize within their mind because there is always the their existing cognitive map to form a particular frame of reference about an object, an event and

environment. So that is why I believe in my dreams even when others cannot see or understand them so people often say dream has no scientific base. But Freud came out with this theory of dreams there was lot of chaos, confusion, deliberations and criticism against Freud's theory.

But you look at now a day the whole world is celebrating the Freud's theory and in many part of this world. Freud's theory of dreams have been examined through laboratory situations through scientific explorations and people are reaching at the conclusion as dreams has a scientific base also but even if it consists of very complex ideas and people do not believe because you do not have facts and figures. But you can visualize and see and then you that is why you believe on that.

And that is the base of intuition when faced with a tough choice I follow my heart that is exactly you know even some people says that is a famous Bollywood song in from the, I often used to call from film akela hum akela tum, dil chahta hai (()) (22:13). So what does it mean if I translate them in English sometimes you know what your heart wants to meet you or to meet other person's. But the same time the head stops you know do not do that because there is danger because there is this there is that.

So that is why the hat is intuitively approach certain objects which head cannot justify with the help of facts and figures. So that is where the hat takes over the head. So that is why people often say that heart makes sometime better decision than our head although it relax scientific base. I pay attentions if things do not feel quite right to me once I made of my mind I shall dumb change it.

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#### SCALE 14: INTUITION

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
People say I am a visionary	3	2	2	0
When someone presents an opinion different from my own, I have a hard time accepting it	0	1	2	3
I use my gut reaction when making decisions	3	2	2	0

Please total the values.

Range
33-29
28-23
22-18
17-0

People say I am a visionary yes exactly so these intuitions generate vision for the future. So that is why the visionary leaders always process a big intuitive mind that generous big ideas, big visions, regional statement for their future life. When someone presents an opinion different from my own, I have a hard time accepting it this is exactly just the opposite of intuitive mind. Intuitive person never oppose anybody's opinions I use got reactions when making decisions that's I got feelings. People say one needs to respect one's got feelings because big ideas flow from there. So again you are going to get four kind of score out of this intuition you know.

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Intuition

33 - 29	→	Optimum	⇐
28 - 23	→	Proficient	✓
22 - 18	→	Vulnerable	→ ✓
17 - 0	→	Cautious	⇒

So this various from one to seventeen then eighteen to twenty two, twenty three to twenty eight and twenty nine to thirty three. So if you have a high score on it you are at the optimum level if

you are next highest that is twenty three twenty eight you are proficient, you are vulnerable if you are having the score between eighteen to twenty two, Zero to seventeen is shows that caution.

You are at the stage that you are intuitive mind has not grown up you need to take special care about it. If you are at vulnerable stage you need to develop a lot, if you are professional still there is scope for development this shows optimum level shows the healthy development of your intuitive situation intuition within yourself or in intuitive minds that is present within you.

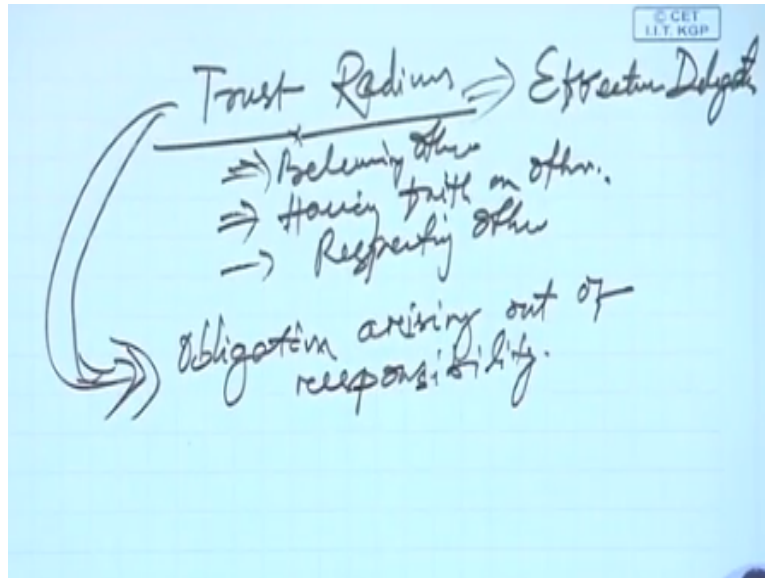
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#### SCALE 15: TRUST RADIUS

*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
People would take advantage of me if I let them	0	1	2	3
I trust until I have reason not to	0	1	2	3
I am very careful about whom I trust	0	1	2	3
I respect my colleagues	3	2	1	0
People similar to me at my company have gotten better deals (i.e, raises, promotions, opportunities, rewards, etc.) than I have	0	1	2	3
The people I associate with are trustworthy	3	2	2	0
I seem to get the short end of the stick	0	1	2	3
Very little in life is fair or equitable	0	1	2	3

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Now going further if you examine next what you call the trust radius you know trust is not something believing others, having faith on others, respecting others. So all these things only come from not having a blind faith on somebody who is close to you. So that is why believe no so trust is something it is a kind of you know it is a kind of obligation arising out of one's responsibility.

If I am your boss you should display on your actions that yes you are a trust worthy employee of our organization. So by displaying your sincerity your punctuality you are on time activities, completing your task in time. So this will create a situation that could delegate my responsibility when I am office as a senior. So trust ideas also sometimes lead to effective delegation in organization effective delegation in organizations.

So that is why it is very important to make assessment in one trust ideas. It is not only important for organizational obvious it is equal importance for personal or private life. People would take advantage of me if I let them this is one of the factors that show once weakness about believing others or person does not have faith on others.

I trust until I have reason not to this kind of people are very selfish I am very careful about whom I trust people do not easily trust they are very cautious about trusting others unless until there is a

base already developed for the trust. If there is some trust if there is some deficit in your assessment you are not supposed to trust somebody.

I respect my colleagues here yes that is one sign of that you believe others. People similar to me at my company have got an better ideas. The people I associate with are trustworthy I am living with a group of people who are trustworthy very little in life is fair or equitable this is a kind of you know negative conversation towards trust radius. So this are few more items once you go through you will get a score from zero to fifteen sixteen to twenty and twenty one to twenty five and twenty six to thirty. So the first one is optimum you have a good level of trust radius second is proficient you average third is vulnerable fourth is caution.

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**SCALE 16: PERSONAL POWER**  
*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 make things happen	3	2	1	0
Fate plays a strong role in my life	0	1	2	3
I find it useless to fight the established hierarchy at my company	0	1	2	3
Circumstances are beyond my control	0	1	2	3
I need recognition from others to make any work worthwhile	0	1	2	3
I am easy to like	3	2	2	0
I have a hard time accepting compliments	0	1	2	3
I have the ability to get what I want	3	2	2	0
I feel in control of my life	3	2	2	0
If I reflect on my life, I might find I am basically unhappy	0	1	2	3

You need to develop very urgently this one then if you go further this shows the personal power. How you enjoy power from your position etc., but remember always power does not come only from chaos power only comes when you build up yourself, when you build up your image when you make yourself successful and when you learn, respect, honor from others after going through this scale

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**SCALE 16: PERSONAL POWER**

*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 feel frightened and out of control when things change rapidly	0	1	2	3
I enjoy taking charge of things	3	2	1	0
I know what I want and go after it	3	2	1	0

*Please total the values.*

Range
39-34
33-29
28-24
23-0

You will also get a score like this four okay. So that will also give zero to twenty three is the lowest and the thirty four to thirty nine is the highest the highest score indicate your better side of your personal power than the lowest score

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**SCALE 17: INTEGRITY**

*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 am willing to admit it when I make a mistake	3	2	1	0
I feel like a fraud	0	1	2	3
If I no longer had passion for my work, I would change jobs	0	1	2	3
My job is an extension of my personal value system	0	1	2	3
I never tell lies	0	1	2	3
I find myself going along with a situation even if I know I don't believe in it	3	2	2	0
I exaggerate my abilities in order to get ahead	0	1	2	3
I tell the truth even when it is difficult	3	2	2	0
I have done things on my job that are against my beliefs	3	2	2	0

And integrity is equally important integrity is something that brings transparency that brings ship trust ability you know openly believe somebody else. So if you assess this will also give one status of your morality, your ethical prospective, you honesty because this is vital for your survival in organizations.

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**SCALE 17: INTEGRITY**  
*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
27-20
19-17
16-13
12-0

So if you score zero to twelve it will reflect a very low level of integrity while twenty to twenty seven will reflect a high level of integrity that has a very big connection and application for your organizational survivability thank you very much when you come back we will talk about the EQ outcome