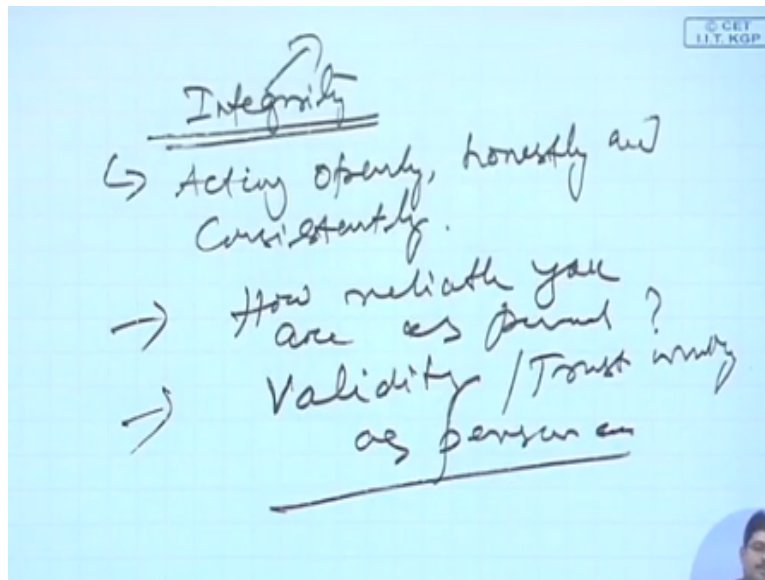


**Emotional Intelligence**  
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**Module No # 4**  
**Lecture No # 20**  
**EQ Map (Contd.)**

Just now we are talking about one of the important EQ values that is what we call is integrity.

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You know this is one of the important values one need to nurture both in personal as well as in professional life. Because integrity is you know acting openly, honestly and consistently this decides how reliable you are as a person as a team member, as an employee.

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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 this is also indicates about the validity of a person in an organization how valid you are as a person? How trustworthy you are as a person. So therefore that is why I used to always say that integrity he carries the highest level of importance in organizational appears. So that is why one must be very careful about his integrity.

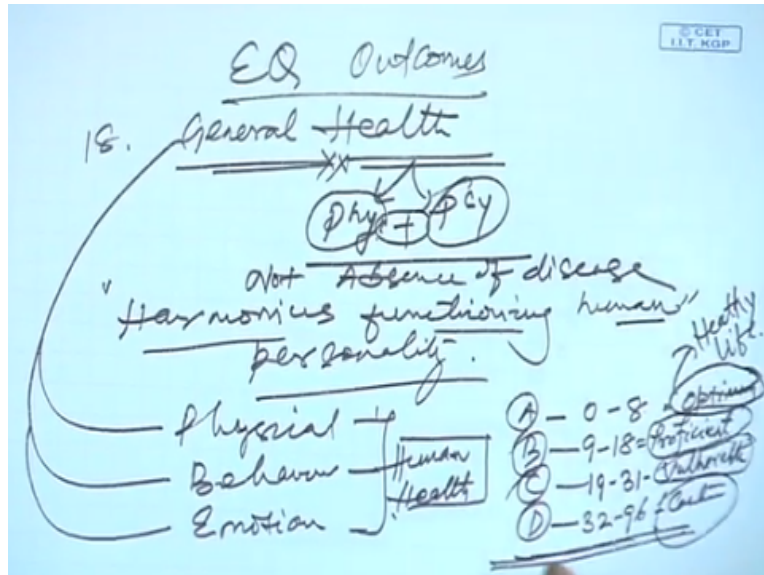
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SECTION V EQ OUTCOMES				
SCALE 18: GENERAL HEALTH				
<i>Think about ....the past month. Please indicate how often (if ever) you have experienced the following symptoms.</i>				
PHYSICAL SYMPTOMS	Near	Once or twice a month	Every week	Nearly every day
Back pain	0	1	2	3
Problem(s) with weight (either underweight or overweight)	0	1	2	3
Tension headaches	0	1	2	3
Migraines	0	1	2	3
Colds or respiratory problems	0	1	2	3
Stomach problems (frequent gas, irritable bowel syndrome, or ulcers)	0	1	2	3
Chest pain	0	1	2	3
Unexplainable aches and pains	0	1	2	3
Some other kind of chronic pain not listed above	0	1	2	3

Now coming back to the last section what we call the EQ outcomes which is very important to realize because it is just like you someone who are you discussed till now or what we call the antecedence of EQ.

But what about the consequence of EQ if you hold a good level of moral or high level of EQ competencies equal values and a better balance life in terms of life events. How it is going to impact your life? How it is going to impact your work life? How it is going to oh bring outcomes particularly in terms of organizational success or success in general in your life

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. Let us examine unless begin with the outcomes first in terms of health. This is what we call general health. Health is not only health is never defined as only physical health. Health is the combination of both physical and psychological, health is not absence of disease not absence of disease this is called the harmonious. Harmonious functioning of human personality human personality so when you say harmonious it is called balanced state you are both active physically as well as psychologically. So that means health is the combination of both our physiological state and psychological wellbeing.


So let us examine about our health status which consist of physical symptoms think about the past months. Please indicate how often if ever you have experienced the following symptoms. So you experience the back pain problems with wet are you suffering from over-weight or under-weight? Tension, headaches continuously you are under tension you are suffering from headaches migraines, goals or respiratory problem these are sign of physical symptoms.

Are you suffering from stomach problems such as like frequent gas irritable boil syndrome or also any kind of ulcer? Are you suffering from chest pain? If yes how much is year or once or twice every week or nearly every day unexplainable acts and pain. Is there some sort of pain you are suffering that you cannot explain at all? Some other kind of chronic pain not listed above. Are you suffering also then that are not listed here if yes how much if no to what extent please rate all this with honestly and with free and frank response.

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**SCALE 18: GENERAL HEALTH**  
*Think about ....the past month. Please indicate how often (if ever) you have experienced the following symptoms.*

BEHAVIORAL SYMPTOMS	Near	Once or twice a month	Every week	Nearly every day
Eating (loss of appetite, overeating, no time to eat)	0	1	2	3
Smoking	0	1	2	3
Drinking alcoholic beverages	0	1	2	3
Taking tranquilizers	0	1	2	3
Taking aspirin or other pain killers	0	1	2	3
Taking other drugs	0	1	2	3
Withdrawing from close relationships	0	1	2	3
Criticizing, blaming or ridiculing others	0	1	2	3
Feeling victimized or taken advantage of	0	1	2	3
Watching TV (over 2 hours a day)	0	1	2	3
Playing video/computer games or using the internet (over 2 hours a day)	0	1	2	3
Resenting people I encounter	0	1	2	3
Accidents or injuries	0	1	2	3



There in addition to physical symptoms there also people suffers some psychological setback for you in terms of behavioral symptoms do you suffer eating disorder or loss of appetite, over eating, not time to eat. Many times what happen due to severe job responsibilities too much jobs we are handling we do not have time to have our breakfast, lunch, dinner in time which is going to affect severely both our physiological as well as psychological health status.

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### SCALE 18: GENERAL HEALTH

Think about ....the past month. Please indicate how often (if ever) you have experienced the following symptoms.

EMOTIONAL SYMPTOMS	Near	Once or twice a month	Every week	Nearly every day
Trouble concentrating	0	1	2	3
Overwhelmed by work	0	1	2	3
Being easily distracted	0	1	2	3
Can't get things off my mind/constant worrying or dwelling	0	1	2	3
Feeling depressed, dejected, or hopeless	0	1	2	3
Feeling lonely	0	1	2	3
Mind goes blank	0	1	2	3
Feeling fatigued or overwhelmed	0	1	2	3
Trouble making up mind or making decisions	0	1	2	3
Trouble getting myself going or trouble calming down	0	1	2	3

So that is why it is equally important to have a meal every day in time. Are you a smoker? Are you smoking? How much please rate on this? Drinking alcoholic beverages how frequently you drink. So that rate of drinking also will decide your behavioral status is you taking tranquilizers that that is say taking tranquilizers taking aspirin or other painkillers. Are you taking Disprin? Or any headache tablets? Taking other drug we drink from close relations criticizing or blaming or ridiculous others feeling victimized or taken advantage of watching TV over two hours a day.

Playing video, computer games or using an internet resenting people. I encounter are you suffering from an accident injury how much please rate it honestly. There are few more also noted here that is pertaining to your emotional symptoms. So this general health status as three domains physical, behavioral and emotional this is what constitutes emotional health right so now coming back to emotional symptoms are you suffering from trouble in concentrating.

Many times I happen to listen from my students in the class that many of them are not able to concentrate properly on the study that is exact sign of emotional disturbances then over whelming by work are you really too much excited about your work. Being distracted do you really suffer from distractions cannot get things of my mind constant worrying or dwelling feeling depressed dejected or hopeless.

This is also sign of emotional symptoms reducing your general health status feeling lonely are you really feeling lonely are you feeling isolated alone. Mind goes blank nothing is going to mind nothing is going to mind is completely empty. Are you feeling like this or suffering like this? Feeling fatigue or overwhelmed are you really feeling that you are completely exhausted?

That is also the sign of emotional symptoms trouble making of mind or making decisions really are you facing lot of troubles are you suffering from indecisiveness. You are not able to take up a decision or proper decisions trouble getting myself going or trouble claim coming down yourself these all are symptoms of emotional disturbance.

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**SCALE 18: GENERAL HEALTH**  
*Think about ....the past month. Please indicate how often (if ever) you have experienced the following symptoms.*

*Please total the values.*

Range
0-8
9-18
19-31
32-96

So after going through all this three phases of this scale you will get four states of scores that is called a starts from zero to eight.

The B category if you are scoring from zero to eight this is called optimum is your score is from nine to eighteen you are proficient if your score falls from nineteen to thirty one then you are vulnerable if your score is between thirty two to six you are at the caution that means you are suffering from too much illness or sickness. So you must take care of your health physically as well as psychological this is a warning stage sever illness this is called you are suffering from an average illness and this is called optimum.

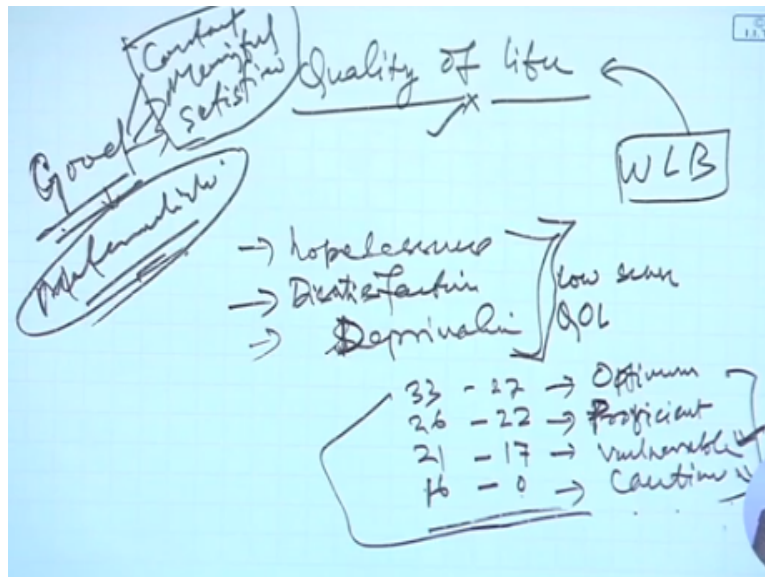
You are suffering from very less and less you are maintaining a very healthy life. So this is what we call the overall status of your general health and it has consequences of both for your professional as well as professional as well as personal life.

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**SCALE 19: QUALITY OF LIFE**  
 Please indicate how well each of the following statements describes the way you currently think or feel about yourself

	Very well	Moderately well	A Little	Not at all
I am deeply satisfied with my life	3	2	1	0
I feel energetic, happy, and healthy	3	2	1	0
I have feelings of inner-peace and wellbeing	3	2	1	0
I would need to make lots of changes in my life to be truly happy	0	1	2	3
My life meets my deepest needs	3	2	1	0
I have gotten less than I hoped for out of life	0	1	2	3
I like myself just the way I am	3	2	1	0
Work for me is fun	3	2	1	0
I have found meaningful work	3	2	1	0
I am on a path that brings me satisfaction	3	2	1	0
I have made the most of my own abilities	3	2	1	0

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Now going further to the next dimension what we call quality of life quality of life is one of the important domain of equal outcome because if you are emotional state of affairs is not intact that is directly going to affect the quality of life.

There are large number of empirical studies are available where researchers have found that there is a direct relationship between general health and quality of life, between emotional intelligence and quality of life. So it is quite essential to connect and correlate both this variables and see their association. You can also after going through this test you can compare your scores.

Are you really suffering from a low level of quality of life? If your status of health is low then you are likely to suffer a low level of quality of life let us have a check. I am deeply satisfied with life that means you are happy. I feel energetic happy healthy if yes how much? Please rate accordingly and honest. I have feelings of inner peace and wellbeing are you really feel that you are at peace, you are enjoying lot of wellbeing that needs to be taken care of carefully do not measures your statement.

If you measure it that many reflect dilution in assessment, I would need to make lots of changes in my life to be truly happy. So this is a clear sign that your life is not in order your life is not satisfied. You need have a lot of change. My life meets me deepest needs I have a got a less than. I hope for out of life many people say irrespective of achievements of their household affairs.

They feel always that they have got nothing in their life this kind of thoughts and feelings brings you know hopelessness hopeless then dissatisfaction and create a sense of deprivation and this actually reduces and brings very low sense of quality of life then there are certain other items. My life meets my depression needs my life meets my deepest needs means you are able to satisfy your needs your desires of your lives.

So that is why you are leading a very successful life I have gotten less than hope of life. I like myself just the way I am that is what the good life you know while talking about positive elements psychology Martin Seligman talks about three types of life know. One is called good life another is called materialistic life. So although we need some sort of materialistic gains in our life but that does not create a good life.

Good life is called a meaningful life it is meaningful, it is satisfied it is self-content, then you can achieve a good life. Just materialistic gain cannot make or bring a good state of in our life. So I



like my life just the way I am work for me is fun once would enjoy is work. You should not avoid your personal life at the cost of your work life. So that is where one needs to strike a balance what we call work life balance recently we have published on work life balance which is published in I think cogent management and business.

Where we try to emphasis what is the need of the because you know looking at the modern life style everybody is aspiring from faster promotion, faster achievement in short span of life and that is creating a trouble to maintain a work life balance. One needs to be very careful because work life balance is directly related to a quality of life I am on path that brings me satisfaction if yes how much if less then again how much?

I made the most of my own abilities this is what we call believe in yourself and believe in oneself brings maximum satisfaction in one's life and that saves the whole prospective about one's life though that creates quality that brings quality in one's life.

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**SCALE 19: QUALITY OF LIFE**  
*Please indicate how well each of the following statements describes the way you currently think or feel about yourself*

*Please total the values.*

Range
33-27
26-22
21-17
16-0

And if you go through this test it will also give you four sets of scores for your own analysis and interpretation about the status of quality of life.

Maybe this will be very helpful to analyze oneself, if your score falls in between twenty seven to thirty that is an optimum level. Putting very indication about your quality of life and if you status

is just below to that category it is proficient. You know you are just an average on your quality of life you can manage yourself but you still need to develop a lot but if your score is between seventeen to twenty one you are at a vulnerable state.

There is a possibility that you will lose your health and you will in your life will be hell but yes if your score is zero to sixteen you are leading a very low level of quality of life for where you have lot of troubles lot of problems likely to happen. So if this is this you need to take special care after going through this if there if you are falling under this category you can ask for certain suggestion certain advise by the help of which you can bring improvement in your overall quality of life.

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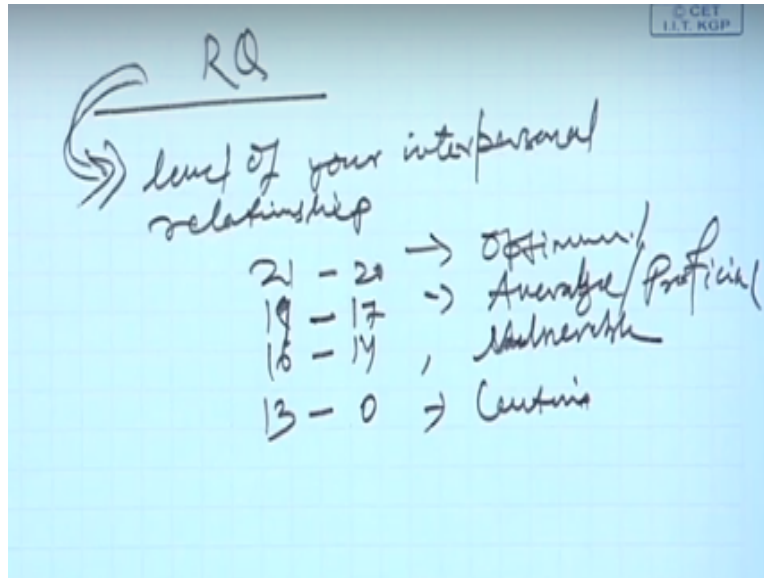
**SCALE 20: RELATIONSHIP QUOTIENT**  
*Please indicate how well each of the following statements describes the way you currently think or feel about yourself*

	Very well	Moderately well	A Little	Not at all
There are some people I connect with at a deeper level	3	2	1	0
I am honest with the people close to me and they are honest with me	3	2	1	0
I have deeply loved another person	3	2	1	0
I can usually find people to socialize with	3	2	1	0
I am able to make a long-term commitment to a relationship	3	2	1	0
I know I am important to the people closest to me	3	2	1	0
I find it easy to tell people I care about them	3	2	1	0
				<b>Range</b>
				21-20
				19-17
				16-14
				13-0

*Please total the values.*

So now going further to see this is very important in everybody's life what we call the relationship (RQ) (18:08) the RQ.

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RQ is very important in one's life so relationship quotient decides what kind of relationship you hold with your people that you work around both in family, among friends, among colleagues. So please indicate how well each of the following statement describes the way you currently think or feel about you.

There are some people I connect with a deeper level I am honest with few close to me and they are honest with me. I have deeply love with another person loved another person I can usually find another people to socialize with I am able to make a long term commitment to a relationship I know I am important to the people they are close to me. I find it easy to tell people I care about them.

So these are all measuring the relationship questions if your score is higher on this scale then you are likely to enjoy a high level of relationship quotient. So it is actually referring to the level of your interpersonal relations relationship. So if your score varies between zero to thirteen then you are at the host level you are holding a very bad relation interpersonal relations but if your score is fourteen to sixteen this is also a very low level.

What we call vulnerable you need to develop a lot and you need to build up actually a good level of your interpersonal relationship. Seventeen to nineteen reflects your average level it is not too good but you can manage your life this is called average or proficient but if you if your score is

twenty to twenty one. This is optimum, level you are enjoying your relationship and you are maintaining a healthy relationship among your colleagues among family members.

And all those who are around you and last but not least emotional intelligence has a tremendous impact on our work related behavior or what we call job performance, job commitment, job satisfaction.

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**SCALE 21: OPTIMAL PERFORMANCE**  
*Please indicate how well each of the following statements describes the way you currently think or feel about yourself*

	Very well	Moderately well	A Little	Not at all
I am satisfied with my work performance	3	2	1	0
My co-workers would say I facilitate good communications among the members of my work group	3	2	1	0
I feel distant and uninvolved at work	3	2	1	0
It is difficult for me to pay attention to work tasks	3	2	1	0
In my work team, I am involved in decision making	3	2	1	0
I know I am important to the people closest to me	3	2	1	0
I have difficulty meeting commitments or completing tasks	3	2	1	0
My work performance is consistently the best I can do				

We have seen in organization context that emotionally intelligent people perform higher because they get along with others they are committed to their work, they have trust with the workers.

I am satisfied with my work performance my co-workers would say I facilitate the good communications among the members of the work. I feel distance and involved at work it is difficult for me to pay attention to work task. In my work team I am involved in decision making, I know I am important to the people closest to me. I have difficulty meeting commitments or completing tasks, my work performance is constantly the best I can do.

So you know the if you are rating high on this performance is consistently the best I can do that means you are remaining as a high performer in an organization. If you are happy with your performance, that is also an indicator of your optimal performance.

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Optimal Performance

High level functions

Star Performer

21 - 20 = Optimum → Star

19 - 17 = Proficient → OK

16 - 13 = Vulnerable

12 - 0 = Caution

CE + EL + EC + EQ v2B

Star Employee in an Organization

So after going through this test you will also get four level of scores under optimum performance. If your score again you can have your 0 1 2 3 so a high score on this scale will indicate a high level of optimal performance.

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SCALE 21: OPTIMAL PERFORMANCE

Please indicate how well each of the following statements describes the way you currently think or feel about yourself

Please total the values.

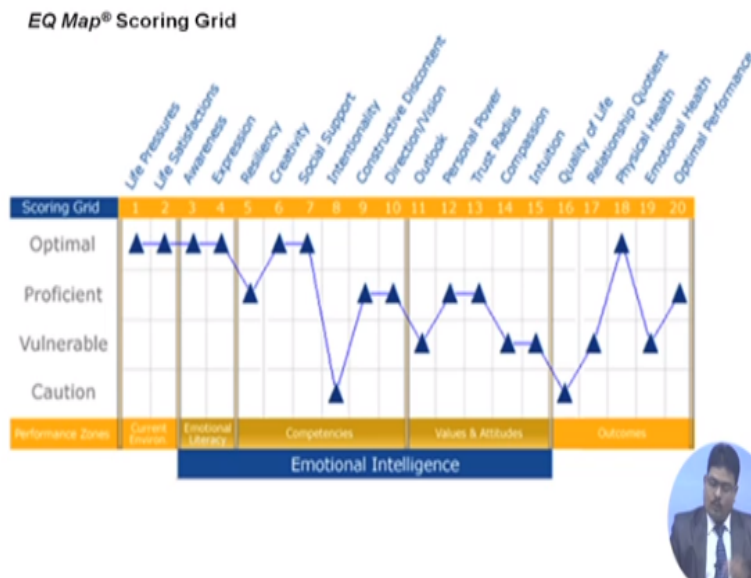
Range
21-20
19-17
16-13
12-0

So after going through this scale you are likely to get four levels of scores that is zero to twelve, thirteen to sixteen, seventeen to nineteen, and twenty to twenty one. So if your score ranges in between twenty to twenty one then that is a good sign then you are enjoying optimum performance that is called optimum level. If your score is in between seventeen to nineteen then you are at the proficient level.

If you score ranges in between thirteen to sixteen then you are at the vulnerable level. If your score ranges between zeros to twelve you are at the host level of optimum performance that is called caution you need to develop a lot. Even vulnerable is not you are not up to the mark proficient you are ok type you are performing just to survive in the organization but here if your score is if you are likely to a star performer.

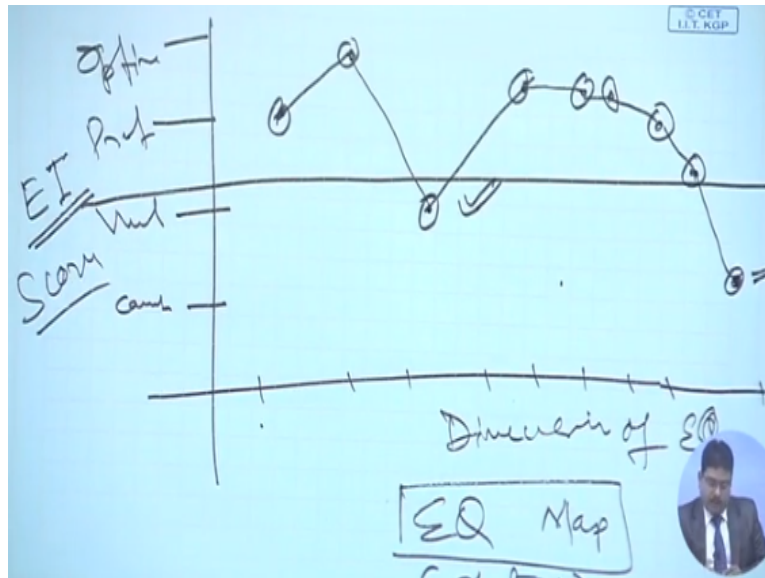
So what goleman’s says that? In order becomes a star performer in the organization one need to process a high level of emotional intelligence. Which includes your emotional literacy your EQ competencies plus your EQ values and beliefs in combination along with this you should have the environmental the current environment assessment. So a sound profile on this may lead to create a person a star performer or a star employee in an organization.

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So this is the word exactly I was trying to tell after going through this scale you will have this map.

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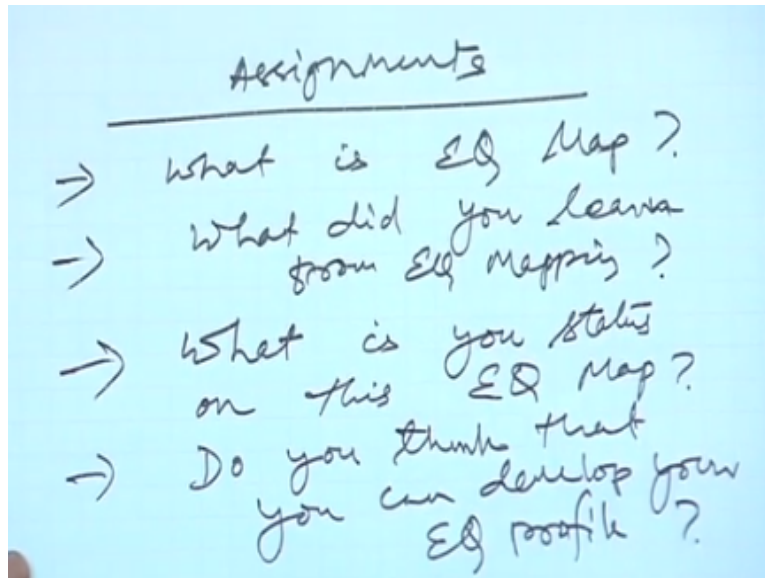


So this map represents the whole range of EQ map you know starting from cautionary, vulnerable, proficient and optimum. So here you can find that I have just taken a sample profile of test. So these are the different sections the broad what we call the primary factor and these are the secondary factors of EQ mapping profile.

So if you plot your score against each dimension here and come up with a line graph the profile would be like this. Say for examples here you can have this score here you can out this dimension of EQ. So 1 2 3 somehow say for example your current awareness is falling here you are proficient then you are optimum then you are vulnerable on other dimension then you are your EQ competencies are again optimum.

And your EQ outcomes are optimum, vulnerable or cautionary so your profile would be like this. So the graph represents that it is an indication of that status of the EQ your current status on the EQ profile it gives also an eye opening that you are low in many EQ competencies is that you need to develop urgently in order to remain successful in our life as well as in work life. So any profile below this you know whether vulnerable or cautionary they need to developed urgently in order to come up to a balanced level of EI profile.

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So this is in a nutshell about EQ profile now I am giving you few examples sorry if few assignments that need to be carried out by readers what is EQ map what did you learn from?

EQ mapping what is your status on this EQ map? Do you think do you think that you can develop your EQ profile? So after answering after answering to this questions you will get to know what exactly EQ and what is the importance if EQ both in individual as well as an organizational life and that all summarizes the importance of EQ mapping in the study of emotional intelligence thank you.