

# Know Your EQ:

## Emotional Quotient Test

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Adapted for Florida Focus magazine.

This EQ test measures three psychological dimensions, **emotional sensitivity, emotional maturity, and emotional competency.**

How do you feel about yourself and the people around you? This test measures the way you use your emotional skills in your personal and professional life. Answer based on how you feel and not what you think. There is no right or wrong answer. Answer honestly and don't overthink it-- usually your first response is the best response.

1

**You have been denied a promotion for which you were eligible. Moreover, one of your juniors was promoted instead. You are emotionally upset and feel frustrated. What will you do?**

- A\_\_ Talk it over with your boss and ask for reconsideration of the management's decision.
- B\_\_ Start abusing the colleague who superseded you.
- C\_\_ Move to court and obtain a stay order to get justice.
- D\_\_ Identify your shortcomings and try to improve your performance.

2

**A freshly recruited professional graduate joins your organization as a management trainee. After a few weeks, she complains to you that she is not being taken seriously by her staff members. What do you suggest to her?**

- A\_\_ Ask her to handle the situation herself and not bother you with trivial matters.
- B\_\_ Tell her that such behavior should be ignored.
- C\_\_ Ask her to be bold, face the challenge, and overcome the problem.
- D\_\_ Empathize with her and help her figure out ways to get others to work with her.

3

**Due to a misunderstanding, your colleagues at work stop talking to you. You are convinced it was not your fault. How will you react?**

- A\_\_ Wait until they come around and start talking to you again.
- B\_\_ Take the initiative, go forward, and start talking to them.
- C\_\_ Let things take their own time to improve.
- D\_\_ Ask someone to mediate.

4

You get into an argument with your colleague and end up attacking him/her personally. Later you realize that you never intended to tarnish the image of your colleague. How will you handle such an ugly situation?

- A\_\_ Sit calmly and consider what triggered the argument and whether it was possible to control your anger at that point in time.
- B\_\_ Avoid future arguments and leave the room.
- C\_\_ Apologize to your colleague for your behavior.
- D\_\_ Continue with the argument until you reach a definite conclusion.

5

Imagine you are an insurance salesperson selling insurance policies. You approach several prospective clients who slam the door on your face and refuse to buy policies. What will you do?

- A\_\_ Blame yourself and stop working for the day.
- B\_\_ Reassess your capabilities as an insurance salesperson.
- C\_\_ Develop fresh strategies to overcome similar situations in the future.
- D\_\_ Contact the clients again some other day.

6

When someone directly criticizes your behavior, how will you respond?

- A\_\_ I tend to close up and stop listening.
- B\_\_ I carefully listen to their opinion.
- C\_\_ I tend to get upset about it.
- D\_\_ I think of ways to change my behavior.

7

You are on an aircraft when, suddenly, the flight attendant announces the plane has been hijacked. Everyone is in a state of shock. How will you react?

- A\_\_ Blame yourself for choosing an unlucky day for traveling.
- B\_\_ Regain emotional control and listen to the instructions of the pilot and flight attendant.
- C\_\_ Continue to read your magazine and pay little attention to the incident.
- D\_\_ Cry out and vow not to travel by air in the future.

8

Imagine you are a police officer posted in a sensitive area. You get information of violent clashes between two communities in which people have been killed from both sides and property damaged. What action will you take?

- A\_\_ Decide not to visit the spot personally as there may be a danger to your life.
- B\_\_ Relax; this is not the first time riots have taken place.
- C\_\_ Try to handle the situation by taking action as per law.
- D\_\_ Reach the spot and assuage the feelings of the victims.

# 9

Your grown-up daughter frequently argues with you. She tells you that you cannot impose your old-fashioned attitudes and outdated values on her. How will you deal with this situation?

- A\_\_ Accept her statement with helplessness and take a low-profile position in the family.
- B\_\_ Send her to a psychologist to help her adjust to her environment.
- C\_\_ Manage your emotions and explain your point of view as patiently as possible.
- D\_\_ Talk to her and understand her feelings, beliefs, and attitudes.

# 10

After weeks of merging the two largest financial firms, hundreds of employees were expected to lose their jobs. You, being the General Manager, were told to convey to the employees the management's decision. How will you deliver the message?

- A\_\_ Give a gloomy picture and tell them you have no option but to fire half of them.
- B\_\_ Give a bright picture and tell them the company will be blessed with talented people from both firms.
- C\_\_ Tell them that you will collect more information and update them every few days on how things will take shape.
- D\_\_ Announce the decision and let the employees decide what they want.

# 11

You are a college professor. While delivering a lecture, a student comments that you have not prepared the topic properly and are just passing the time. This has hurt your self-esteem. What will be your reaction?

- A\_\_ Report to the college dean the unruly behavior of the student.
- B\_\_ Order the student to leave the classroom at once.
- C\_\_ Ask him/her to meet you in your office after class for an explanation.
- D\_\_ Judge the emotions of the class and promise to make amendments accordingly.

# 12

Imagine you are the CEO of a company. While taking a meeting with the board, one of the members levels serious allegations of corruption and favoritism against you. How will you react?

- A\_\_ Continue with the discussion and listen to their demands with a cool head.
- B\_\_ Ask the member to make allegations in writing and offer an impartial inquiry.
- C\_\_ Cancel further negotiations and ask the board member to apologize first.
- D\_\_ Leave the room after assigning the responsibility to your assistant to continue with the meeting.

# 13

You had an argument with your spouse on a trivial family matter and are not on speaking terms for some time. The situation is causing mental disturbance to both of you. What will you do?

- A\_\_ Stick to your stand; after all, you were never at fault.
- B\_\_ Try to break the ice by analyzing the reasons for the conflict.
- C\_\_ Make the first move and ease the situation.
- D\_\_ Wait for your spouse to make the first move to restore normalcy.

# 14

You are in charge of a paid training event. The person leading some of the breakouts during the training brings his one-year-old child. The people monitoring the entrance inform you the child does not have a ticket. How will you manage the situation?

- A\_\_ Allow him to come in with the child.
- B\_\_ Absolutely no admittance without a ticket.
- C\_\_ Find out who did not inform the presenter of the rules and have a word with that person.
- D\_\_ Charge the presenter another admittance fee.

# 15

When speaking to an audience, you feel that:

- A\_\_ It is difficult to convey your message.
- B\_\_ You are partly comfortable in conveying your message.
- C\_\_ You are comfortable in conveying your message.
- D\_\_ You feel that you will do better with more practice.

# 16

Your friend's sister, who got married just one year ago, is heading for a divorce. She is highly educated and economically independent. She comes to you for advice. What do you tell her?

- A\_\_ Tell her to go ahead with the divorce as she is a first-class MBA and her husband cannot take her for granted.
- B\_\_ Empathize with her for marrying an academically average person.
- C\_\_ Advise her to talk to her husband and figure out the reasons behind their conflicts.
- D\_\_ Tell her that academic qualifications are important, but these do not help in leading a successful married life.

# 17

There is a blind girl in your class who trips on her way out of the room. You see a few of your friends making fun of her and laughing. What do you do?

- A\_\_ Laugh along with your friends.
- B\_\_ Ignore the incident as they are your friends.
- C\_\_ Help the blind girl make her way out of the classroom but say nothing to your friends.
- D\_\_ Help the girl and then confront your friends for being so insensitive.

# 18

If you lose an argument, you:

- A\_\_ Feel totally defeated.
- B\_\_ Wait for the next opportunity to beat your opponents.
- C\_\_ Think winning and losing are part of the game.
- D\_\_ Analyze the reasons for the loss.

# 19

You are working as General Manager in a large multinational company that recruits dozens of fresh MBAs, engineers, and other professionals every year. This requires time, energy, and money. However, you find that 75 percent of the young recruits leave the company after around two years of work experience to join more attractive jobs. What will you do?

- A\_\_ Ignore the trend. There is rampant unemployment, and you can find more people lined up to join your company.
- B\_\_ Try to find the root cause of their leaving and take corrective measures to retain them as you have already invested in them heavily.
- C\_\_ Increase the pay package and lure them into working with you.
- D\_\_ Change the selection criteria and recruit people based on their needs and requirements.

# 20

You have been involuntarily transferred to a remote project and posted under a new boss. Although you have been given a pay hike and a promise for promotion in the near future, you are not comfortable. Your family cannot come along with you due to your children's schooling. You are in a sensitive area where your security is also at risk. You are under some stress. How will you diffuse the stress?

- A\_\_ Enjoy. After all, there has been a hike in your pay for working in a sensitive area.
- B\_\_ Wait. It may turn out to be an opportunity for early promotion.
- C\_\_ Lament. Why should such terrible things happen to you only?
- D\_\_ Act in haste. Think about resigning and finding a new job.

# 21

After all your years of life on this earth, how would you explain your current life in one sentence?

- A\_\_ Successful: I am a content person who is happy with what I have.
- B\_\_ OK: It's a mixed experience for me, 50:50.
- C\_\_ Comfortable: Destiny is in the hand of God. Man is just a puppet.
- D\_\_ Uncomfortable: I feel I deserved better but could not get it.

# 22

As a manager, you have to recruit a large number of employees for a multinational firm. After written tests and interviews, you find that most of the candidates who qualified are women. What will you do?

- A\_\_ Hire the women candidates. They deserve it as they are the most qualified according to the selection criteria.
- B\_\_ Well, it's a woman's world. Hire them anyway.
- C\_\_ Hire male and female employees in equal numbers.
- D\_\_ Avoid women employees as they are a liability.

Use the Scoring Key below to understand how you use your emotional skills in your personal and professional life.

## THE SCORING KEY:

### Question- Response Score

<b>1</b>	A__ 15	B__ 5	C__ 10	D__ 20
<b>2</b>	A__ 5	B__ 10	C__ 15	D__ 20
<b>3</b>	A__ 15	B__ 20	C__ 5	D__ 10
<b>4</b>	A__ 20	B__ 15	C__ 10	D__ 5
<b>5</b>	A__ 5	B__ 20	C__ 15	D__ 10
<b>6</b>	A__ 10	B__ 20	C__ 5	D__ 15
<b>7</b>	A__ 5	B__ 20	C__ 15	D__ 10
<b>8</b>	A__ 10	B__ 5	C__ 20	D__ 15
<b>9</b>	A__ 5	B__ 10	C__ 20	D__ 15
<b>10</b>	A__ 5	B__ 20	C__ 15	D__ 10
<b>11</b>	A__ 5	B__ 10	C__ 15	D__ 20
<b>12</b>	A__ 20	B__ 15	C__ 10	D__ 5
<b>13</b>	A__ 5	B__ 15	C__ 20	D__ 10
<b>14</b>	A__ 20	B__ 5	C__ 15	D__ 10
<b>15</b>	A__ 10	B__ 15	C__ 20	D__ 5
<b>16</b>	A__ 5	B__ 10	C__ 20	D__ 15
<b>17</b>	A__ 5	B__ 10	C__ 15	D__ 20
<b>18</b>	A__ 5	B__ 10	C__ 15	D__ 20
<b>19</b>	A__ 5	B__ 20	C__ 15	D__ 10
<b>20</b>	A__ 15	B__ 20	C__ 10	D__ 5
<b>21</b>	A__ 20	B__ 15	C__ 10	D__ 5
<b>22</b>	A__ 20	B__ 15	C__ 10	D__ 5

# INTERPRETATION OF YOUR SCORES:

( P-stands for percentile)

EQ DIMENSIONS	P-90 (Extremely high EQ)	P-75 (High EQ)	P-50 (Moderate EQ)	P-40 (Low EQ)	P-20 (Try the Test some other day)	Your Score	Your P
<b>SENSITIVITY</b> (Range of score 25-100)	91-100	81-90	56-80	31-55	< 30		
<b>MATURITY</b> (Range of score 35-140)	121-140	101-120	81-100	46-80	< 45		
<b>COMPETENCY</b> (Range of score 50-200)	126-200	96-125	76-95	51-75	< 50		
<b>TOTAL EQ</b> (Range of score 110-440)	311-440	271-310	201-270	126-200	< 125		