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# Assessment

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# *Emotional Intelligence*

# *Works*

## *Third Edition*

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Complete this book, and you'll know how to:

- 1) Describe the benefits and challenges of applying emotional intelligence
- 2) Obtain tools for assessing individual and organizational strengths and opportunities for improvement
- 3) Learn the core skills needed for emotional intelligence
- 4) Understand model strategies and examples for using emotional intelligence in business and social settings, with family and friends



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## Assessment Questions for Emotional Intelligence Works, Third Edition

*Select the best response.*

1. Emotional intelligence will help you to
  - A. Be flexible in changing situations
  - B. Help other people express their needs
  - C. Respond to difficult people
  - D. Keep an optimistic outlook
  - E. All of the above
2. Research indicates that the biggest reason that managers fail is poor interpersonal skills.
  - A. True
  - B. False
3. Being aware of what motivates and de-motivates you is:
  - A. A self-awareness skill
  - B. A social skill
  - C. Optimism
  - D. Emotional control
  - E. A flexibility skill
4. Listening intently is:
  - A. A self-awareness skill
  - B. A social skill
  - C. Optimism
  - D. Emotional control
  - E. A flexibility skill
5. The three brain advisors will never give you conflicting advice.
  - A. True
  - B. False
6. The part of your brain that uses your memories and what you have learned in the past is:
  - A. Instinct
  - B. Emotions
  - C. Logic
  - D. All of the above

7. Getting you to act fast without thinking is a strength of:
  - A. Instinct
  - B. Emotions
  - C. Logic
  - D. All of the above
8. “Gut feelings” are a combination of advice from the advisors of:
  - A. Instinct, emotions, and logic
  - B. Instinct and emotions
  - C. Instinct and logic
  - D. Emotions and logic
9. When you have a strong reaction, such as anger, the true cause may not be obvious to you.
  - A. True
  - B. False
10. Being talkative is an indicator of the STEP style of:
  - A. Stable
  - B. Thorough
  - C. Emotional
  - D. Pusher
11. If you tend to think fast, act fast, and make fast decisions under stress, your STEP style is:
  - A. Stable
  - B. Thorough
  - C. Emotional
  - D. Pusher
12. If your STEP style is Stable, you are likely to be de-motivated by:
  - A. Rapid and unpredictable change
  - B. A lack of regard for quality standards
  - C. Working alone
  - D. Being slowed down by a lot of details
13. If your STEP style is Thorough, you:
  - A. Tend to think logically and analytically
  - B. Can be de-motivated by a chaotic, confusing work environment
  - C. May become critical of yourself and others
  - D. All of the above

14. You are more likely to dedicate your thinking to solving problems and finding new approaches if you are:
  - A. A pessimist
  - B. An optimist
15. It is especially important to develop a network of supportive people
  - A. In your work life
  - B. In your home life
  - C. Both of the above
16. The benefits of using social skills to communicate effectively include:
  - A. You will feel more peaceful and relaxed
  - B. Others will understand you better
  - C. You will be a role model for others
  - D. All of the above
17. Before you can respond to others' anger, it is essential to manage your own feelings.
  - A. True
  - B. False
18. Sources of stress include:
  - A. Getting married
  - B. Unrealistic workload
  - C. Poor relationships with customers
  - D. Traffic
  - E. All of the above
19. Energizers that help you cope with stress include:
  - A. Exercise
  - B. Laughter
  - C. Caring
  - D. All of the above
20. Things that you probably cannot change alone include all of the following except:
  - A. The way others behave
  - B. How others talk to you
  - C. What gets you upset
  - D. Your work schedule

21. A strength is something that:
  - A. You work hard to do well
  - B. Is energizing
  - C. Is difficult to learn
  - D. Is easy to recognize
22. Flexible people may see change as negative and something to be resisted.
  - A. True
  - B. False
23. Social skills are considered as important as, if not more important than technical skills.
  - A. True
  - B. False
24. Teamwork:
  - A. Requires practice
  - B. Is a way to develop new and better ideas for the future
  - C. Is an internal strategy with no benefit to customers
  - D. A and B
25. When a team has open communication:
  - A. Everyone is similar in point of view, style, and background.
  - B. People constantly argue and try to outdo each other.
  - C. Team members feel it is safe to express emotions.
  - D. There are hidden issues that everyone avoids.
26. Maintaining a positive outlook on life is:
  - A. A self-awareness skill
  - B. A social skill
  - C. Optimism
  - D. Emotional control
  - E. A flexibility skill
27. Which of the following is a reason why “People Smart” strategies are needed today?
  - A. We deal with a variety of challenging people on a daily basis.
  - B. We are under constant pressure and stress.
  - C. We believe we have less control over our work and personal lives.
  - D. Rude behavior is on the rise.
  - E. All of the above

28. Which of the following might be provided by your support network?
- A. Alert you to problems
  - B. Recognize your achievements
  - C. Share helpful information
  - D. Fun and friendship
  - E. All of the above
29. People who are able to adapt their feelings and expressions of those feelings to the situation at hand are said to possess:
- A. Self-awareness
  - B. A social skill
  - C. Optimism
  - D. Emotional control
  - E. Flexibility
30. The ability to adapt to sudden changes is:
- A. Self-awareness
  - B. A social skill
  - C. Optimism
  - D. Emotional control
  - E. Flexibility
31. If your STEP style is that of a Pusher, you are able to see new ideas and can get things done fast.
- A. True
  - B. False
32. Which of the following can be an obstacle to effective cross-cultural communication?
- A. Assumptions about a person's background
  - B. A world view that sees everyone as equals
  - C. Incorrectly reading nonverbal gestures
  - D. A and C
  - E. All of the above
33. The ALL x 2 strategy involves Ask & Answer, Look & Listen, and
- A. Analyze & Ascertain
  - B. Analyze & Associate
  - C. Learn & Lift
  - D. Learn & Live

34. When dealing with angry people, following a UART script can help stay calm. What does UART mean?
- A. Understand, Apologize, Resolve the problem, Take the blame
  - B. Use a calm voice, Apologize, Refer to your manager, Take a break
  - C. Understand, Apologize, Resolve the problem, Take a break
  - D. Use a calm voice, Ask for clarification, Resolve the problem, Take the blame
  - E. None of the above
35. When you are physically and emotionally healthy, you can deal with a threat or a crisis.
- A. True
  - B. False
36. To make an organization more than just a workplace, you need to build a community that is emotionally and intellectually smart.
- A. True
  - B. False
37. Which of the following tools are useful for organizational self-awareness?
- A. Surveys
  - B. Self-assessments
  - C. One-on-one interviews
  - D. All of the above
38. Which of the following might stand in the way of fostering optimism in an organization?
- A. People feel that the organization's future goals relate to them.
  - B. The organization creates a positive environment.
  - C. Individuals have no decision-making power.
  - D. None of the above
39. When establishing organizational goals, it's important to discuss the future goals with everyone at every opportunity.
- A. True
  - B. False
40. To encourage emotional control at work, managers need to model civility when dealing with emotionally charged situations.
- A. True
  - B. False

**Assessment Answer Key for  
Emotional Intelligence Works, Third Edition*****Recommended response (Corresponding workbook page)***

1. E (10)	11. D (31)	21. B (77)	31. A (48)
2. A (11)	12. A (31)	22. B (78)	32. D (49–52)
3. A (16)	13. D (31)	23. A (87)	33. C (53–55)
4. B (16)	14. B (34)	24. D (102)	34. C (63)
5. B (24)	15. C (38)	25. C (103)	35. A (67)
6. B (25)	16. D (44)	26. C (16)	36. A (83)
7. A (25)	17. A (61)	27. E (11)	37. D (84)
8. B (26)	18. E (67)	28. E (38)	38. C (91)
9. A (28)	19. D (72)	29. D (61)	39. A (93)
10. C (29)	20. C (74)	30. E (73)	40. A (100)