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**State** Finished

**Completed on** Sunday, 9 June 2024, 4:38 PM

**Time taken** 21 mins 41 secs

**Marks** 24.00/30.00

**Grade** 80.00 out of 100.00

## Question 1

Correct

Mark 1.00 out of 1.00

True or False: SWOT belongs in the business world and should not be used for developing emotional intelligence.

Select one:

- True  
 False ✓

## Question 2

Correct

Mark 1.00 out of 1.00

True or False: I do not have any self-talk.

Select one:

- True  
 False ✓

## Question 3

Correct

Mark 1.00 out of 1.00

True or False: Saying: you pounded your fist on the desk for about 10 seconds is a judgment.

Select one:

- True  
 False ✓

**Question 4**

Correct

Mark 1.00 out of 1.00

True or False: Saying: you are so smart is a judgment. Saying: the way you handled your friend showed compassion by...is an observation.

Select one:

- True ✓
- False

**Question 5**

Correct

Mark 1.00 out of 1.00

True or False: Disputing your self-talk means challenging the negative or unhelpful aspects.

Select one:

- True ✓
- False

**Question 6**

Correct

Mark 1.00 out of 1.00

According to Goleman, EI consists of four major domains. These are:

Select one:

- a. Self-Awareness, Self-Management, Social Awareness, and Relationship Management ✓
- b. Self-Appreciation, Self-Management, Social Awareness, and Relationship Management
- c. Self-Awareness, Management, Social Awareness, and Relationship Management
- d. Self-Awareness, Self-Management, Social Graces, and Relationship Management

**Question 7**

Correct

Mark 1.00 out of 1.00

Devoting time to feedback is a good investment in my learning.

Select one:

- True ✓
- False

## Question 8

Correct

Mark 1.00 out of 1.00

True or False: When people unconsciously mimic their companions' expressions of emotion, they never come to feel reflections of their partner's emotions.

Select one:

- True
- False ✓

## Question 9

Correct

Mark 1.00 out of 1.00

True or False: Writing down your thoughts can move you to a higher degree of self-awareness. 

Select one:

- True ✓
- False

## Question 10

Correct

Mark 1.00 out of 1.00

True or False: NVC is about assertive and empathic communication. 

Select one:

- True ✓
- False

## Question 11

Correct

Mark 1.00 out of 1.00

True or False: The cognitive tools associated with SCARF model have not been verified yet in brain studies, but have been clinically proven to be effective techniques for reducing the threat response. 

Select one:

- True
- False ✓

**Question 12**

Correct

Mark 1.00 out of 1.00

True or False: When one experiences anger or other strong emotions, slowing down can help examine the emotions.

Select one:

- True ✓
- False

**Question 13**

Correct

Mark 1.00 out of 1.00

Why is it important for leaders to have empathy?

Select one:

- a. Leaders with empathy are critical to managing a successful team or organization.
- b. Leaders with empathy have the ability to put themselves in someone else's situation.
- c. Leaders with empathy help develop the people on their team, challenge others who are acting unfairly give constructive feedback and listen to those who need it.
- d. All of the above ✓

**Question 14**

Incorrect

Mark 0.00 out of 1.00

True or False: One view developed by Elaine Hatfield et al. is that emotional contagion can be done through talking to the other person and synchronization of one's vocalizations, postures and movements.

Select one:

- True ✗
- False

**Question 15**

Correct

Mark 1.00 out of 1.00

True or False: SCARF stands for Self-developed-certain-ambitious-rigorous and following.

Select one:

- True
- False ✓

## Question 16

Incorrect

Mark 0.00 out of 1.00

True or False: A definition of emotional contagion by Schoenewolf states: "a process in which a person or group influences the emotions or behavior of another person or group through the conscious or unconscious induction of emotion states and behavioral attitudes."

Select one:

- True
- False 

## Question 17

Incorrect

Mark 0.00 out of 1.00

True or False: The social intelligence quotient or SQ operates under the assumption that an individual can change their SQ by altering their attitudes and behavior in response to their environment.

Select one:

- True
- False 

## Question 18

Correct

Mark 1.00 out of 1.00

True or False: An example of a piece of daily communication following NVC is: why do you always leave the book on the floor where I walk? I tripped and almost lost balance four times in a row.

Select one:

- True
- False 

## Question 19

Correct

Mark 1.00 out of 1.00

True or False: According to Robert Plutchik: Optimism = Anticipation + Submission.

Select one:

- True
- False 

**Question 20**

Correct

Mark 1.00 out of 1.00

UoPeople Learning Resource Center includes all but the following:

Select one:

- a. Academic Writing
- b. OWL at Perdue ✓
- c. Research and Analysis
- d. Peer Assessment Office

Your answer is correct.

**Question 21**

Correct

Mark 1.00 out of 1.00

True or False: Research shows that people with a high EQ possess clarity in thinking and remain composed in stressful and chaotic situations.

Select one:

- True ✓
- False

**Question 22**

Correct

Mark 1.00 out of 1.00

One definition of empathy is to be aware of and understand how others feel.

Select one:

- True ✓
- False

**Question 23**

Incorrect

Mark 0.00 out of 1.00

Which of these is NOT a purpose for general feedback?

Select one:

- a. To help individuals in their personal development.
- b. To improve relationships between and among individuals and groups ✖
- c. To improve communication between and among individuals and groups.
- d. To improve the culture within an organization

Your answer is incorrect.

**Question 24**

Correct

Mark 1.00 out of 1.00

True or False: In preparing action plans, SMART objectives are good to have but not important.

Select one:

- True
- False ✓

**Question 25**

Correct

Mark 1.00 out of 1.00

True or False: SCARF stands for Sustained-careful-achievable-realistic and fair.

Select one:

- True
- False ✓

**Question 26**

Incorrect

Mark 0.00 out of 1.00

Research shows that we as humans have between:

Select one:

- a. 60,000-300,000 thoughts per day
- b. 2,000-4,000 thoughts per day
- c. 6,000-20,000 thoughts per day ✖
- d. Up to 1,000 negative thoughts per day

**Question 27**

Correct

Mark 1.00 out of 1.00

One of the most common rating errors is known as the halo effect \_\_\_\_\_

Select one:

- True ✓
- False

**Question 28**

Correct

Mark 1.00 out of 1.00

The earliest studies of feedback date back to:

Select one:

- a. E. L. Thorndike ✓
- b. John B. Watson
- c. B.F. Skinner
- d. Mary Hambleton

Your answer is correct.

**Question 29**

Correct

Mark 1.00 out of 1.00

True or False: The social intelligence quotient or SQ proves that any individual cannot attempt to be altering their attitudes and behavior in response to their environment.

Select one:

- True
- False ✓

**Question 30**

Incorrect

Mark 0.00 out of 1.00

True or False: If you are self-aware, you rarely but surely know how you feel and you know how your emotions and your actions, can affect people around you.

Being self-aware in a leadership position also means having a somewhat clear picture of your strengths and weaknesses. And it means having humility.

Select one:

True 

False