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SUBJECT: HUM1002

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1 a) ADVERSITY QUOTIENT: It is a measure about how one respond to and deal with everyday problems and hassles. According to the measure, the stronger the AQ, more effective is the solution towards the adversity and more energy is saved. If the AQ is weak, it is difficult to maintain optimism in life.

The adverse quotient of a frustrated manager losing his business can vary a lot. If the manager has a very strong AQ, they might surpass this situation, be it saving or losing the business. They might suffer from some mental health issues and prolonged frustration may cause depression. It may effect the manager's problem solving abilities, attention and perception.

(b) Emotional quotient of a leader: We measure emotional intelligence using the five elements of Daniel Goleman's model:

Self awareness, Self regulation, Motivation, Empathy and Social skills.
For any social leader:

- (i) Self awareness: Any leader should be mindful of their emotional state. They should know what they want and should be aware of their strength and weaknesses. For eg: A political leader should know how to handle public.
- (ii) Self-regulation: Any social leader should be emotionally controlled. They cant let emotions to outweigh their agenda.
- (iii) Motivation: Since the leader is self aware and in control of their emotion, they should be motivated for the future. They should have short-term and

long term goals to achieve to keep everyone motivated.

- (d) Empathy: Any social leader should be able to relate with their subjects and should be able to understand other people's emotions and understand their perspectives. This is the most fundamental skill to become a people person. For example, a politician will work better if they imagine themselves in the poor state that their subjects live in.
- (e) Social skills: All types of communication, verbal, written, non-verbal etc should be proper and easy to understand. This will help the leader to build in trust and rapport. They should be able to navigate through conflicts.
- 2) Yes, Goleman's competency model affects the managerial approach of any individual. Any person who wants to manage and lead a team gets majority affected by these constructs. Any manager should be self aware; they should have done their SWOT analysis and should also have done a SAP analysis. They should be self regulated of their emotions and not let ~~any~~ it effect the team. They should be heavily motivated to motivate others. They should be empathic towards their team and should be having top notch social skills. These are some building pillars. If any two of these constructs are missing, it may effect the managerial approach a lot. Let us suppose ~~to~~ they lose empathy and social skills. The whole process and work will become robotic and just an input-output process. If self awareness and self regulation is missing, the workplace can become toxic and gloomy for the employees. If motivation and social skills is missing, there wouldn't be much contact between the manager and the employees. This way, even if two constructs are missing, a person still may be an excellent

manager but may not be the best leader.

3) "Decision, life position, mindset, self perception and self awareness build your social persona." Yes, this statement is completely true. When we make a decision, we keep in mind a lot of things before doing so. Even if we ourselves are not thinking much, subconsciously our brain does the evaluation for us keeping in mind our life position, mindset during that time, self awareness and perception. When we finalise the decision and upon action on that decision, we define our social persona.

Let us suppose the decision of choosing ones career.

- According to their life position, i.e., beliefs shaped up by early experiences they might subconsciously choose what they want to do in life. They may choose sports, arts, academia etc according to their life experiences.
- Mindset also plays a big role in this. Any person develops a mindset according to what they hear. In this case, it might be good money or fame or luxury. This mindset is very much biased according to the surroundings.
- Self perception, i.e., the way the person sees themselves. Not a quantifiable value but the way a person thinks about themselves gives and boosts confidence. In this example, even if a person is not that good in a particular job but they like it and think that they do well, they might opt that as their career.
- Lastly, self awareness, a person should be clear with their thoughts, emotions, strengths and weaknesses. It makes making a decision easy.

A child after all this makes a decision, works on it and define their place in the society and build a social persona.

- 4 A SWOT analysis (strength, weakness, opportunity, threat) may help one recognise their strength and weakness and help in self evaluation to take up a new business assignment.

SWOT ANALYSIS

STRENGTHS	WEAKNESSES
<ul style="list-style-type: none"> * qualifications * certifications * previous work experience * expertise and success in business * Less competition 	<ul style="list-style-type: none"> * Skills not at par with future project * emotionally drained * not punctual * too young for industry
OPPORTUNITIES	THREATS
<ul style="list-style-type: none"> * Super growth in demand of the thing the business is focused on. * Many new ventures can be explored from this business project 	<ul style="list-style-type: none"> * Someone better than us may join * Personal Traits, thoughts of self sabotage, imposter syndrome etc.

Who - people that help make decisions are family, seniors, colleagues etc.

- 5 For my juniors who are in second year as of now, I would help develop assertiveness. They need to express themselves properly, direct and appropriately.
- They should communicate properly and solve problems by seeking help.
 - They should stand up for themselves. ~~to develop all this,~~
 - They should know that they are responsible for their behaviour. ~~If~~
 - If they differ on any point, they should keep their thoughts open and state them properly, state why they differ.
 - They should be able to keep their point of view clearly.
 - Be honest regarding criticism and compliments.
 - They should offer explanation only if they think they should.
 - They should learn to say 'No' for the things they don't want to do.

- They should be straightforward, do not exaggerate things and be confident.
- They should neither lie or apologise unnecessarily. (5)

* It would definitely improve the professional and academic discipline in the institution. This is because students would know that they are responsible for their behaviour.

For instance during FFCs (semester department meetings) or while writing mail to the college, some students forget that while it's good for standing up for themselves, it is very important that they do it the right way. They lack communication skills and are not able to keep up their points properly.

They get too emotional and sometimes cross the line.

Sometimes the management is not clear with their mails and students exaggerate things and cause mass hysteria. By teaching self assertiveness all this can be avoided.

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