

## An IQ Test- For Your Emotional Intelligence

1. You are in a meeting when a colleague takes credit for work that you have done. What do you do?
  - a. Immediately and publicly confront the colleague over the ownership of your work.
  - b. After the meeting, take the colleague aside and tell her that you would appreciate in the future that she credits you when speaking about your work.
  - c. Nothing, it's not a good idea to embarrass colleagues in public.
  - d. After the colleague speaks, publicly thank her for referencing your work and give the group more specific details about what you were trying to accomplish.
  
2. You are a manager in an organization that is trying to encourage respect for racial and ethnic diversity. You overhear someone telling a racist joke. What do you do?
  - a. Ignore it. The best way to deal with these things is not to react.
  - b. Call the person into your office and explain that their behavior is inappropriate and will not be tolerated in your organization.
  - c. Speak up on the spot, saying that such jokes are inappropriate and will not be tolerated in your organization.
  - d. Suggest to the person telling the joke that he go through a diversity training program.
  
3. A discussion between you and your partner has escalated into a shouting match. You are both upset and in the heat of the argument, start making personal attacks which neither of you really mean. What are the best things to do?
  - a. Agree to take a 20-minute break before continuing the discussion.
  - b. Go silent, regardless of what your partner has to say.
  - c. Say you are sorry, and ask your partner to apologize too.
  - d. Stop for a moment, collect your thoughts, then restate your side of the case as precisely as possible.

4. You have been given the task of managing a team that has been unable to come up with a creative solution to a work problem. What is the first thing that you do?
  - a. Draw up an agenda, call a meeting and allot a specific period of time to discuss each item.
  - b. Organize an off-site meeting aimed specifically at encouraging the team to get to know each other better.
  - c. Begin by asking each person individually for ideas about how to solve the problem.
  - d. Start out with a brainstorming session encouraging each person to say whatever comes to mind, no matter how wild.
  
5. You have recently been assigned a young manager in your team and have noticed that he appears to be unable to make the simplest of decisions without seeking advice from you. What do you do?
  - a. Accept that he “does not have what it takes to succeed here” and find others in your team to take on tasks.
  - b. Get an HR manager to talk to him about where he sees his future in the organization.
  - c. Purposely give him lots of complex decisions to make so that he will become more confident in the role.
  - d. Engineer an ongoing series of challenging but manageable experiences for him, and make yourself available to act as his mentor.