

Unit -1

Emotional Intelligence

MCQ

Q. No	Question	Answer
1.	<p>What is emotional intelligence?</p> <p>a) The ability to monitor one's own and others' feelings and one's thinking and actions</p> <p>b) The ability to not get angry when provoked</p> <p>c) Being able to 'read' other people</p> <p>d) Being persistent and enthusiastic when others are flagging</p>	A
2	<p>What is the amygdala?</p> <p>a) The brain</p> <p>b) An area of the brain said to be linked to emotion</p> <p>c) Something that stops us going mad</p> <p>d) The area of the brain that makes us different from apes</p>	B
3	<p>What idea did Howard Gardner propose?</p> <p>a) That footballers were intelligent</p> <p>b) That entrepreneurs are just as clever as Einstein</p> <p>c) That the definition of intelligence should be broader than IQ</p> <p>d) That anyone could be considered to be intelligent</p>	C
4	<p>What is one major criticism of EI?</p> <p>a) That it is just the ability to show empathy</p> <p>b) It does not exist</p> <p>c) Women display it more than men</p> <p>d) There is a lack of empirical data or valid definition</p>	D

5	<p>What is the fundamental assumption of trait theory?</p> <p>a) Leaders are born and not made</p> <p>b) Leaders are made and have to learn how to be a leader</p> <p>c) That everyone can become a leader</p> <p>d) Leaders need to be trained</p>	A
6	<p>What is a trait?</p> <p>a) A bad feeling</p> <p>b) A pattern of behaviour, thought and emotion</p> <p>c) A sort of internal mental construct</p> <p>d) Another word to describe 'the mind'</p>	B
7	<p>What was Great Man theory?</p> <p>a) A fictitious male character responsible for government</p> <p>b) Another name for the Pope and other world leaders</p> <p>c) A historical reference to a group of dominant male leaders</p> <p>d) A view that men made better leaders than women</p>	C
8	<p>Why did the Trait Theory of Leadership suffer a decline in interest?</p> <p>a) Because no consensus could be reached on what to include/omit from the list of necessary traits</p> <p>b) Because feminist writers disliked the idea</p> <p>c) Because traits could not be measured</p> <p>d) Because older children performed better at school</p>	C
9	<p>What did McCall & Lombardo propose?</p> <p>a) That leaders needed to be male</p> <p>b) That all leaders would eventually fail</p>	D

	<p>c) That leadership was about being 'tough'</p> <p>d) That certain traits may hinder an individual's ability to lead</p>	
10	<p>What is the premise that underpins behavioral models?</p> <p>a) That leadership can be taught and hence learnt</p> <p>b) Leadership is about behaving correctly</p> <p>c) Leaders need to think before they act</p> <p>d) Leadership is about acting the part</p>	B
11	<p>What are the two dimensions on Blake and Mouton's managerial grid?</p> <p>a) 'Good' and 'bad'</p> <p>b) 'Concern for outcomes' and 'concern for feelings'</p> <p>c) 'Concern for people' and 'concern for results'</p> <p>d) 'Finishing tasks' and 'liking people'</p>	B
12	<p>What does the 'behaviourist' school promote?</p> <p>a) That a person can be made to lead</p> <p>b) That behaviour is acquired by conditioning</p> <p>c) A person behaves according to their own beliefs</p> <p>d) Brainwashing is possible</p>	C
13	<p>What are the three broad categories Minzberg (1973) identified as being part of the role a manager had to address?</p> <p>a) Interpersonal, information processing, and decision making</p> <p>b) Task, people, decisions</p> <p>c) Planning, choice and, results</p> <p>d) Directing, delegating, command.</p>	A
14	<p>What is the key message for leaders according to Adair?</p> <p>a) That leaders needed to be able to multitask</p> <p>b) That all leaders would eventually fail</p> <p>c) Leaders needed to think quickly in a crisis</p> <p>d) They need to ensure they pay equal attention to the task, team, and individual in the medium to long term</p>	D

15	<p>Emotional intelligence is different from other intelligences in that ...</p> <p>a) it is a set of skills</p> <p>b) it can be measured using tests easily</p> <p>c) the focus is on emotional reasoning, ability and knowledge</p> <p>d) it is a new type of intelligence</p>	C
16	<p>Emotional intelligence can be studied through ...</p> <p>a) the abilities-focused approach</p> <p>b) the integrative model approach</p> <p>c) the mixed model approach</p> <p>d) all of the above</p>	D
17	<p>Which of the following describes how Ability Emotional Intelligence and Trait Emotional Intelligence are different?</p> <p>a) The way they are measured</p> <p>b) The way they are conceptualized</p> <p>c) The way they correlate with other constructs</p> <p>d) All of the above</p>	D
18	<p>Which of the following is the best predictor of academic performance?</p> <p>a) Trait EI</p> <p>b) IQ</p> <p>c) Personality</p> <p>d) None of these</p>	B
19	<p>Mixed Emotional Intelligence models have ...</p> <p>a) significant overlap with conscientiousness, extraversion, and self-efficacy</p> <p>b) no significant overlap with conscientiousness, extraversion, and self-efficacy</p> <p>c) non-significant overlap with conscientiousness, extraversion, and self-efficacy</p> <p>d) little overlap with conscientiousness, extraversion, and self-efficacy</p>	A

20	The higher the Trait EI ... a) the higher the likelihood of personality disorder b) the lower the likelihood of personality disorder c) the higher the likelihood of self-harm d) the higher the likelihood of harm to others	B
21	EI is linked to romantic relationship satisfaction because EI may be linked to a) having better understanding of the partner's emotions b) giving the person higher self-esteem c) agreeing with the partner all the time d) getting what one wants out of the relationship	A
22	Lower EI is likely linked to more aggressive behaviour because ... a) taking action is more important than expressing emotions b) people with lower EI often think of themselves as victims c) that is the only way the person know how to express their displeasure d) other's emotions and behaviours are misinterpreted as hostile and an aggressive response is therefore exhibited	D
23	Demonstrating incremental validity of which of the following is tricky? a) Intelligence b) Ability EI c) Trait EI d) All of the above	C
24	Which of the following makes measuring EI challenging? a) Whether the scenarios presented should be authentic or hypothetical b) Whether conscious, effortful processing or spontaneous processing of emotional materials should be measured c) How happy the person is feeling d) a and b only	D
25		
26	Which of the following are examples of <i>domain-level</i> traits within the Big	B

	<p>Five?</p> <ul style="list-style-type: none"> a. Politeness, withdrawal, and orderliness b. Extraversion, agreeableness, and neuroticism c. Plasticity and stability d. Trust, excitement-seeking, and liberalism 	
27	<p>Based on Pytlik Zillig and colleagues' content analysis of the Big Five, which of the following traits is most relevant to regularities in <i>behaviour</i>?</p> <ul style="list-style-type: none"> a. Extraversion b. Neuroticism c. Conscientiousness d. a and c 	D
28	<p>Maggie has felt cheerful and elated for most of the afternoon and into the evening. This experience would best be described as a ...</p> <ul style="list-style-type: none"> a. affective state b. a mood c. an emotion d. a trait 	B
29	<p>The ability to manage emotional reactions in order to achieve one's goal is called</p> <ul style="list-style-type: none"> a. emotional intelligence b. goal-directed emotion c. low neuroticism d. emotion regulation 	D
30	<p>What are the two major dimensions of motivation studied in personality psychology?</p> <ul style="list-style-type: none"> a. Approach and Avoidance b. Stability and Plasticity c. Positive and Negative d. Promotion and Prevention 	A
31	<p>Which of the following traits has been particularly closely linked with cognitive factors such as Intelligence?</p> <ul style="list-style-type: none"> a. Extraversion b. Openness/Intellect c. Neuroticism d. Conscientiousness 	B
32	<p>In which of the following cases would you expect judgments of another person's personality to be most accurate?</p> <ul style="list-style-type: none"> a. If the judge and the target are close acquaintances (e.g. spouses) b. If the trait being judged is more behavioural in its content c. If the target being judged is observed in a trait relevant situation d. All of the above 	D
33	<p>When asked if she is an extravert, Kate hesitates, noting that she is probably</p>	A

	quite extraverted on average, but there are many times throughout the day that she behaves quite introverted. This is relevant to which model in personality? a. The Distribution Density hypothesis b. The Act Frequency model c. The Realistic Accuracy model d. The Behaviour Activation System	
34	Characteristic adaptations have been conceptualized as ... a. aspects of personality concerning time, place, and role b. aspects of personality concerning goals, interpretations, and strategies c. aspects of personality that are much more contextualized than traits d. all of the above	D
35	The idea of a 'hierarchy of traits' implies which of the following statements? a. Some traits are particularly predictive of behaviour b. Some traits are associated with power and status c. Some traits are more important than others d. Some traits are narrower in focus than others	D
36	Which statement best describes how Allport and Odbert attempted to define the trait universe? a. Correlational analysis of trait adjectives b. Factor analysis of trait adjectives c. Selection of trait adjectives that describe psychological differences between people d. Selection of trait adjectives that people use to evaluate each other	C
37	How many terms did Allport and Odbert find that referred to differences between people? a. 550,000 b. 18,000 c. 4,500 d. 171	B
38	Which is of the following statements about factor analysis is correct? a. It finds groups of variables that have similar meanings b. It finds groups of variables that correlate with one another c. It finds groups of variables that can be factored d. It finds groups of variables that have similar means	B
39	How many trait dimensions did Cattell propose? a. 2 b. 3 c. 5	d

	d. 16	
40	A key problem with Cattell's personality factors is that they were ... a. correlated with one another b. bipolar c. exhaustive d. too economical	A
41	Which of the following is not an established alternative label for the relevant Big Five factor? a. Extraversion and 'Surgency' b. Conscientiousness and 'Morality' c. Neuroticism and 'Emotional instability' d. Openness to Experience and 'Culture'	B
42	A person is described as 'moody' and 'hostile'. In Big Five terms, they might be characterized as ... a. low in Extraversion and low in Agreeableness b. high in Neuroticism and low in Agreeableness c. low in Extraversion and low in Conscientiousness d. high in Neuroticism and low in Conscientiousness	B
43	Which of the following statements correctly describes the relationships between Big Five traits and emotion dimensions? a. Extraversion is related to more positive affect and Neuroticism to more negative affect b. Extraversion is related to more positive affect and Neuroticism to less positive affect c. Extraversion is related to less negative affect and Neuroticism to less positive affect d. Extraversion is related to less negative affect and Neuroticism to more negative affect	A
44	In three-factor models of personality a 'Constraint' factor is sometimes proposed. In Big Five terms, 'Constraint' is best understood as a combination of ... a. low Extraversion and high Agreeableness b. low Extraversion and low Agreeableness c. high Conscientiousness and high Agreeableness d. high Conscientiousness and low Agreeableness	C
45	What combination of Big Five personality characteristics is associated with authoritarian tendencies? a. Low Agreeableness and high Conscientiousness b. Low Openness and high Conscientiousness	B

	<ul style="list-style-type: none"> c. High Neuroticism and low Agreeableness d. Low Openness and high Neuroticism 	
46	<p>Which attachment style is associated with showing anger and upset during a discussion of a relationship problem with one's partner and reduced love and commitment toward them after it?</p> <ul style="list-style-type: none"> a. Secure b. Insecure c. Avoidant d. Anxious/ambivalent 	D
47	<p>Which of the following statements best describes the 'indigenous approach' to examining cultural variations in personality structure?</p> <ul style="list-style-type: none"> a. It employs indigenous people as research assistants b. It translates Western personality measures into indigenous languages c. It starts with the personality concepts and trait terms of the culture of interest d. It addresses the personality structure of colonized peoples 	C
48	<p>Which of the following statements best describes the current state of research on personality types?</p> <ul style="list-style-type: none"> a. Categorical personality types are very rare b. Type A personality is an either-or personality type c. Research shows that the Myers-Briggs Type Indicator identifies true personality types d. Most personality variation between people is not well described by continuous dimensions 	A
49	<p>According to Mischel's 'situationist' critique of personality, which of the following statements is true?</p> <ul style="list-style-type: none"> a. Behaviours that express a trait in different settings only correlate weakly b. Different measures of the same trait only correlate weakly c. Behaviour is highly specific to particular situations d. All of the above 	D
50		

Unit-2		
7- Habits of Highly effective people		
1	<p>1.Is known as Management Guru .</p> <p>a) Daniel Goleman</p> <p>b) Stephen Covey</p> <p>c) Patrick M. Lencioni</p> <p>d) John C. Maxwell</p>	B
2	<p>2. wrote the book 7 habits of Highly effective people</p> <p>a) Stephen Covey</p> <p>b) Daniel Goleman</p> <p>c) Patrick M. Lencioni</p> <p>d) John C. Maxwell</p>	A
3	<p>3.is Consider to be the most famous management book ever written</p> <p>a) Emotional Intelligence</p> <p>b) 7 habits of Highly effective people</p> <p>c) Good to great</p> <p>d) 5 Dysfunctions of the team</p>	B
4	<p>4.Is top ranking New York Times best seller for 60 weeks</p> <p>a) Good to great</p> <p>b) five Dysfunctions of the team</p> <p>c) Emotional Intelligence</p> <p>d) 7 habits of Highly effective people .</p>	D
5	<p>5.is used reference book for all B-schools in Europe , America or even all counties</p> <p>a) Good to great</p> <p>b) five Dysfunctions of the team</p>	d

	<p>c) Emotional Intelligence</p> <p>d) 7 habits of Highly effective people</p> <p>e) All the above</p>	
6	<p>.....from fortune 500 companies attend workshop crash course of 1 week ,2week ,1 month</p> <p>a) Executives</p> <p>b) Workers</p> <p>c) Team leader</p> <p>d) All the above</p>	A
7	<p>Stephen Covey studiedsuccessful people</p> <p>a) 200</p> <p>b) 500</p> <p>c) 3000</p> <p>d) 15000</p>	C
8	<p>8. After year he wrote the book 7 habits of Highly effective people</p> <p>a) 2 year</p> <p>b) 3 year</p> <p>c) 5 year</p> <p>d) 7 year</p>	B
9	<p>Habits form</p> <p>a) Character</p> <p>b) attitude</p> <p>c)ego</p> <p>d) fame</p>	A
10	<p>We first make..... , then they make us</p> <p>a) Habits</p> <p>b) attitude</p>	A

	c) ego d) fame	
11	Developing Habits require..... a) Knowledge b) Skill c) Desire d) All the above	C
12	The Four Human Endowments are a) Self Awareness b) Imagination c) Conscience d) Independent Will e) All the above	E
13is the basis of all other knowledge – otherwise Projection a) Self Awareness b) Imagination c) Conscience d) Self knowledge	D
14 Set in the Future without Past limitations a) Self Awareness b) Imagination c) Conscience d) Self knowledge	A
15	Most environments do not nurture this development a) Self Awareness b) Imagination c) Conscience d) Self knowledge	B
16	"The 7 Habits of Highly Effective People" begins with a discussion of what	c

	<p>habits are. Covey describes them as a combination of skills, knowledge and what else?</p> <p>a) Stamina b) Ability c) Desire d) Influence</p>	
	<p>Unit -3</p> <p>The Five Dysfunctions of a Team</p>	
1	<p>..... is an American writer of books on business management, particularly in relation to team management.</p> <p>a) Daniel Goleman b) Stephen Covey c) Patrick M. Lencioni d) John C. Maxwell</p>	C
2	<p>..... wrote the The Five Dysfunctions of a Team</p> <p>a) Stephen Covey b) Daniel Goleman c) Patrick M. Lencioni d) John C. Maxwell</p>	C
3	<p>Dysfunctions Something that does not</p> <p>a) Work as per schedule b) function as designed c) unperformed d) None of the above</p>	B

4	All of the following increase team effectiveness except... a) Understanding team timing b) Ignoring ineffective team processes c) Paying attention to team tasks d) Developing, using and reinforcing effective group norms	B
5	Which of the following is NOT one of the task related functions within a team? a) Resource acquisition and management b) Work distribution c) Participation	C

	d) Commonly accepted mission	
6	<p>Which of the following is a way to increase participation?</p> <p>a) Plan the meetings and share meeting agendas with people beforehand</p> <p>b) Ask the leader of the group to run the meeting and talk the most.</p> <p>c) Encourage everyone to talk whenever they have something to say, even if another person is talking</p> <p>d) Point out dominating behavior to everyone.</p>	A
7	<p>Which of the following is not a way that norms form?</p> <p>a) A recent acceptable action</p> <p>b) Explicit statements</p> <p>c) Critical events</p> <p>d) Objective behavior evaluation</p>	D
8	<p>Building a.....team is difficult, but not complicated.</p> <p>a) unified</p> <p>b) classified</p> <p>c) moral</p> <p>d) motivated</p>	A
9	<p>"..... teamwork in most organizations remains as elusive as it has ever been."</p> <p>a) Genuine</p> <p>b) false</p> <p>c) good</p> <p>d) collective</p>	A
10	<p>near the top of every failure in an organization is the failure that comes fromperformance.</p> <p>a) poor team</p> <p>b) healthy team</p> <p>c) stylish team</p> <p>d) excellent team</p>	A

11	When a team fails to function well, the.....hurt the entire organization. a) ripple effects b) Significant effects c) Stillness effects d) None of these	A
12	Team members call out one another's deficiencies or unproductive behaviors. a) Absence of Trust b) Lack of Commitment c) Fear of Conflict d) Avoidance of Accountability e) Inattention of result	A
13	Team members willingly make sacrifices (such as budget, turf, head count) in their departments or areas of expertise for the good of the team. a) Absence of Trust b) Lack of Commitment c) Fear of Conflict d) Avoidance of Accountability e) Inattention result	A
14	Team members openly admit their weaknesses and mistakes. a) Absence of Trust b) Lack of Commitment c) Fear of Conflict d) Avoidance of Accountability e) Inattention result	A
15	Team meetings are compelling and not boring. a) Absence of Trust b) Lack of Commitment c) Fear of Conflict	B

	d) Avoidance of Accountability e) Inattention result	
	Unit -4 The 21 irrefutable laws of leadership	
1 is an American Author , Speaker and pastor who has written many books. a) Daniel Goleman b) Stephen Covey c) Patrick M. Lencioni d) John C. Maxwell	C
2 wrote the book primarily focusing on leadership. a) Stephen Covey b) John C. Maxwell c) Patrick M. Lencioni d) Daniel Goleman	C
3	which one is not four ideas to keep in mind as to explore the 21 Irrefutable Laws of Leadership: a) The laws can be learned. b) The laws can stand alone. c) The laws carry consequences. d) laws can be mold	A
4	The McDonald brothers' weak leadership is an example of which laws. a) The law of the lid b) The law of influence: c) The law of process d) The law of navigation:	A

5	Irrefutable means a) impossible to deny or disprove b) to prove to be false c) 6erroneous	a
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	d) overthrow by argument or proof:	
6	<p>The laws can be learned means</p> <p>a) They are easier to understand and apply than others</p> <p>b) Each law complements all the others, but you don't need one in order to learn another.</p> <p>c) If you ignore them, you will be unable to lead well. If you implement them, people will follow you.</p> <p>d) Once you learn the principles, you have to apply them to your life to achieve your full potential as a leader.</p>	D
7	<p>The laws can stand alone.</p> <p>a) They are easier to understand and apply than others</p> <p>b) Each law complements all the others, but you don't need one in order to learn another.</p> <p>c) If you ignore them, you will be unable to lead well. If you implement them, people will follow you.</p> <p>d) Once you learn the principles, you have to apply them to your life to achieve your full potential as a leader.</p>	B
8	<p>The law of the lid</p> <p>a) The ability to lead is the "lid" that determines a person's effectiveness.</p> <p>b) you don't have influence, you will never be able to lead others.</p> <p>c) leadership develops daily, not in a day</p> <p>d) anyone can steer the ship, but it takes a leader to chart the course</p>	A
9	<p>The law of influence</p> <p>a) The ability to lead is the "lid" that determines a person's effectiveness.</p> <p>b) The true measure of leadership is influence nothing more, nothing less</p> <p>c) leadership develops daily, not in a day</p> <p>d) anyone can steer the ship, but it takes a leader to chart the course</p>	B
10	<p>The law of process</p> <p>a) leadership develops daily, not in a day</p>	a

	<p>b) The ability to lead is the "lid" that determines a person's effectiveness.</p> <p>c) The true measure of leadership is influence nothing more, nothing less</p> <p>d) anyone can steer the ship, but it takes a leader to chart the course</p>	
11	<p>The law of navigation</p> <p>a) Anyone can steer the ship, but it takes a leader to chart the course</p> <p>b) leadership develops daily, not in a day</p> <p>c) The ability to lead is the "lid" that determines a person's effectiveness.</p> <p>d) The true measure of leadership is influence nothing more, nothing less</p>	A
12	<p>The lower an individual's ability to lead, the lower the lid on his potential refer to which law</p> <p>a) The law of the lid</p> <p>b) The law of influence:</p> <p>c) The law of process</p> <p>d) The law of navigation:</p>	A
13	<p>To apply the Law of the Lid, take four steps which is one of them ?</p> <p>a) List some of your major goals.</p> <p>b) Assess your leadership skills.</p> <p>c) Ask others to rate your leadership on a scale of 1 to 10.</p> <p>d) Then ask yourself how willing you are to grow in the area of leadership</p> <p>e) All the above</p>	A
14	<p>True leadership cannot be appointed or assigned.</p> <p>a) The law of the lid</p> <p>b) The law of influence:</p> <p>c) The law of process</p> <p>d) The law of navigation:</p>	A
15	<p>There are five major myths about leadership which one is not .</p> <p>a) <i>the management myth</i></p>	d

	<p>b) <i>the entrepreneur myth</i></p> <p>c) <i>the knowledge myth</i></p> <p>d) <i>the pioneer myth</i></p> <p>e) <i>the service myth</i></p>	
	<p>Unit 5</p> <p>Good to great</p>	
1	<p>The classic book..... authored by Stanford Business School professor Jim Collins</p> <p>a. Emotional Intelligent</p> <p>b. Good to Great</p> <p>c. 7 habits of Highly effective people</p> <p>d. 5 dysfunction</p>	B
2	<p>The classic book authored by..... shows us why some companies make the leap , while other companies don't.</p> <p>a) Jim Collins</p> <p>b) Stephen Covey</p> <p>c) Patrick M. Lencioni</p> <p>d) John C. Maxwell</p>	A
3	<p>Jim Collins has found out systematic phases through which any company goes through and lays out a framework .</p>	A