

**Shivaji College, University of Delhi-110027**

**Department of Commerce**

**VAC- Emotional Intelligence UPC(6967000005)**

**Practical:** Pictorial Presentation Test

: Thematic Presentation Test

Tutor Name: Ms. Yogita Rani Negi

Time Allowed: 1 Hour

Instructions:

Write within 1000 words

### **Part-I Pictorial Emotional Intelligence Assessment**

Observe the two images provided, which illustrate different real-life scenarios. Reflect on the emotions, interactions, and underlying challenges.

(a) Understanding the Visuals (Displayed on the projector). What emotions and situations are depicted in the pictures? What could be the hidden story behind the images? How do the visuals reflect difficulties in managing relationships and navigating social dynamics?

b) Explain the five core components of Emotional Intelligence as defined by Daniel Goleman? Why is empathy considered a crucial aspect of Emotional Intelligence? How can one develop it?

C) How does Emotional Intelligence differ from IQ (Intelligence Quotient)? Also explain movement of Shift from IQ to EQ?

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### **Part-II Case Study**

A digital marketing agency runs a campaign supporting small businesses impacted by a financial crisis. However, the campaign faces backlash on social media for neglecting broader issues of inequality. Customers express frustration, feeling the company's response lacked genuine empathy. And also consider a situation where a team member is feeling overwhelmed and frustrated. As a manager, how would you use your Emotional Intelligence to handle?

In what ways does Emotional Intelligence influence decision-making under stressful situations? Why self controlling techniques are important?

Describe a situation in which high Emotional Intelligence positively impacted a workplace scenario.

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### **PART-III Thematic Test**

After reviewing the picture analyse the empathy and strategic Response: How should the concerned individual address this situation with empathy and effective communication. Discuss the role of self-awareness and self-management in the company's internal decision-making process. Suggest a strategy that balances relationship management and aligns with societal values?.

Explain the five core components of Emotional Intelligence as defined by Daniel Goleman. (Self-awareness, Self-regulation, Motivation, Empathy, and Social Skills)? How does Emotional Intelligence differ from IQ (Intelligence Quotient)?

What role does self-awareness play in improving Emotional Intelligence? Why is empathy considered a crucial aspect of Emotional Intelligence?