



MCQ PRACTICE QUESTIONS

Emotional Intelligence

Q1. Who first introduced the formal academic concept of Emotional Intelligence in 1990?

- A) Daniel Goleman
- B) Howard Gardner
- C) Peter Salovey and John Mayer
- D) Reuven Bar-On

✓ **Answer: C — Peter Salovey and John Mayer** *They published the first academic model of EI.*

Q2. In what year was Daniel Goleman's popular book on Emotional Intelligence published?

- A) 1990
- B) 1983
- C) 1995
- D) 2000

✓ **Answer: C — 1995** *This publication brought EI into the mainstream.*

Q3. What is the core difference between EI and IQ?

- A) IQ measures emotional ability; EI cognitive
- B) IQ is flexible; EI is fixed
- C) IQ predicts academic; EI predicts leadership
- D) They measure the same capabilities

✓ **Answer: C — IQ predicts academic; EI predicts leadership** *EI is a developable set of performance-based skills.*

Q4. According to TalentSmart, what percentage of job performance does EI predict?

- A) 25%
- B) 38%
- C) 58%
- D) 72%

✓ **Answer: C — 58%** *EI is a primary predictor of workplace performance.*

Q5. Thorndike's "Social Intelligence" (1920) is the root of which concept?

- A) Multiple Intelligences
- B) Emotional Intelligence
- C) Cognitive Behavioral Therapy
- D) Growth Mindset

✓ Answer: B *Thorndike's work is the historical precursor to modern EI.*

Q6. What is the relationship between EI and Social Intelligence?

- A) They are identical
- B) Social Intelligence is the foundation
- C) EI is the foundation, Social Intelligence the application
- D) EI is for self, Social Intelligence for others

✓ Answer: C *Self-awareness is necessary to navigate interactions with others.*

Q7. As AI automates tasks, what is the human competitive advantage?

- A) Technical expertise
- B) Data analysis
- C) Emotional Intelligence
- D) Speed of execution

✓ Answer: C *AI cannot replicate human empathy and complex emotional judgment.*

Q8. The World Economic Forum ranks EI among which of these?

- A) Declining workplace skills
- B) Top 10 workplace skills of the future
- C) Core digital technical skills
- D) Skills for senior leaders only

✓ Answer: B *The WEF identifies EI as critical for future professional success.*

Q9. Which best defines Self-Awareness in Emotional Intelligence?

- A) Suppressing negative emotions
- B) Understanding your emotions, impact, and values
- C) Receiving positive peer feedback
- D) Predicting others' feelings

✓ Answer: B *It is the foundational pillar of EI.*

Q10. What is "Emotional Granularity"?

- A) Feeling many emotions at once
- B) Using precise, specific emotion words
- C) Scoring emotions numerically
- D) Categorizing into positive/negative groups

✓ Answer: B *Precise labeling enables targeted regulation.*

Q11. What is the purpose of a Body Scan?

- A) Assessing physical fitness
- B) Detecting physical signs of emotions early
- C) Improving posture during meetings
- D) Measuring heart rate

✓ Answer: B *Noticing physical signs early is vital.*

Q12. How does Mindfulness help EI?

- A) Eliminating negative emotions
- B) Creating a gap between stimulus and response
- C) Increasing cognitive processing speed
- D) Replacing emotions with rational analysis

✓ Answer: B *It reduces immediate emotional reactivity.*

Q13. "Belief Examination" relates to which EI pillar?

- A) Social Skills
- B) Motivation
- C) Self-Awareness
- D) Empathy

✓ **Answer: C** *It uncovers the narratives driving your emotional response.*

Q14. Which tool captures external perspectives on your behavior?

- A) Body scanning
- B) Emotion journaling
- C) 360-degree feedback
- D) Mindfulness

✓ **Answer: C** *It provides essential data on how colleagues perceive you.*

Q15. What is an "Amygdala Hijack" and its originator?

- A) Deep focus; Csikszentmihalyi
- B) Emotional brain overriding rational; Goleman
- C) Cognitive bias; Kahneman
- D) Emotion suppression; Ekman

✓ **Answer: B** *The emotional brain bypasses rational thought during threats.*

Q16. The "6-second pause" relies on what principle?

- A) Oxygen flow speed
- B) Cortisol spike duration
- C) Nervous system activation
- D) Memory consolidation

✓ **Answer: B** *This wait allows the initial neurochemical surge to subside.*

Q17. Cognitive Restructuring involves:

- A) Avoiding triggers
- B) Challenging automatic thoughts and replacing with balanced perspectives
- C) Suppressing reactions
- D) Seeking external validation

✓ **Answer: B** *It consciously shifts emotional responses by reframing thoughts.*

Q18. Difference between Suppression and Regulation?

- A) They are the same
- B) Suppression ignores emotions; regulation involves conscious processing
- C) Regulation is for negatives only
- D) Suppression is healthy long-term

✓ **Answer: B** *Suppression pushes emotions down, while regulation manages them consciously.*

Q19. Viktor Frankl's "space between stimulus and response" relates to:

- A) Empathy
- B) Social Skills
- C) Self-Management / Regulation
- D) Motivation

✓ **Answer: C** *This describes using the pause before reacting to maintain control.*

Q20. Why does Box Breathing help regulation?

- A) It increases cortisol
- B) It activates the parasympathetic nervous system
- C) It improves oxygen flow
- D) It stimulates the amygdala

✓ **Answer: B** *Controlled breathing calms the nervous system's stress response.*

Q21. Goleman's EI framework: Which is NOT a motivation marker?

- A) Achievement drive
- B) Financial ambition
- C) Optimism
- D) Initiative

✓ **Answer: B — Financial ambition**
Goleman emphasizes intrinsic motivators over financial gain.

Q22. How is "Realistic Optimism" best defined?

- A) Maintaining blind positivity
- B) Acknowledging difficulty while believing in success
- C) Ignoring negative outcomes
- D) Overriding risk assessments

✓ **Answer: B — Acknowledging difficulty while believing in success**
It balances awareness of obstacles with belief in one's capacity.

Q23. Why is the WOOP model considered more emotionally intelligent?

- A) It ignores negative outcomes
- B) It includes an Obstacle step for internal resistance
- C) It replaces targets with intentions
- D) It is designed for leadership

✓ **Answer: B — It includes an Obstacle step for internal resistance**
It explicitly accounts for inner barriers like self-doubt.

Q24. Resilience in the context of EI is defined as:

- A) Absence of emotional distress
- B) Suppressing reactions
- C) Recovering and growing from setbacks
- D) Returning to a pre-setback state

✓ **Answer: C — Recovering and growing from setbacks**
It is the ability to process and adapt to adversity.

Q25. What is the sequence for building resilience after a setback?

- A) Deny → Reframe → Move On
- B) Acceptance → Meaning-Making → Forward Focus
- C) React → Suppress → Restart
- D) Analyze → Blame → Correct

✓ **Answer: B** *Resilience requires acknowledging the event, finding purpose, and focusing on next steps.*

Q26. Which empathy type involves feeling others' emotions AND acting to help?

- A) Cognitive
- B) Emotional
- C) Compassionate
- D) Reflective

✓ **Answer: C** *Compassionate empathy combines emotional resonance with proactive support.*

Q27. What does Carl Rogers' "Unconditional Positive Regard" mean?

- A) Agreeing with everything
- B) Valuing someone's humanity, distinct from their behavior
- C) Giving unconditional praise
- D) Withholding judgment

✓ **Answer: B** *This principle separates human worth from specific actions.*

Q28. What is "Compassion Fatigue"?

- A) General fatigue
- B) Reducing empathy for distance
- C) Emotional depletion from absorbing others' pain
- D) Losing motivation

✓ **Answer: C** *This occurs when dissolving boundaries leads to internalizing others' distress.*

Q29. A leader saying "I understand your view, even if I disagree" shows:

- A) Poor empathy
- B) Cognitive empathy
- C) Emotional suppression
- D) Commanding style

✓ **Answer: B — Cognitive empathy**
Empathy enables understanding perspectives without requiring agreement.

Q30. Which behavior best demonstrates workplace empathy?

- A) Sending a mental health email
- B) Checking wellbeing before performance
- C) Giving bonuses to stressed staff
- D) Delegating without explanation

✓ **Answer: B — Checking wellbeing before performance**
Prioritizing the person shows genuine concern for their wellbeing.

Q31. The SBI Feedback Model stands for:

- A) Skills, Behavior, Improvement
- B) Situation, Behavior, Impact
- C) Summary, Background, Intention
- D) Self-awareness, Behavior, Insight

✓ **Answer: B — Situation, Behavior, Impact**
This framework centers on observable behaviors and their effects.

Q32. What is the first step in EI conflict resolution?

- A) Present your perspective
- B) Identify fault
- C) Regulate emotions
- D) Involve a third party

✓ **Answer: C — Regulate emotions**
Self-regulation is essential to prevent conflict escalation.

Q33. Healthy emotional boundaries are best described as:

- A) Maintaining strict professional distance
- B) Distinguishing your emotions from others' to protect energy
- C) Refusing emotional topics at work
- D) Sharing only with trusted individuals

✓ **Answer: B** *Boundaries enable clear engagement without absorbing others' emotional states.*

Q34. Why use "I" statements in difficult conversations?

- A) It removes speaker responsibility
- B) It focuses on your experience to reduce defensiveness
- C) It makes the tone more formal
- D) It signals emotional detachment

✓ **Answer: B** *"I" statements invite dialogue rather than triggering blame-based defensiveness.*

Q35. Which leadership styles create the strongest team climate?

- A) Commanding
- B) Pacesetting
- C) Visionary, Coaching, and Affiliative
- D) Democratic and Pacesetting

✓ **Answer: C** *These styles consistently foster the most positive organizational environments.*

Q36. What is the high-EI response to VUCA volatility?

- A) Deciding quickly to reduce uncertainty
- B) Remaining an emotional anchor amidst the chaos
- C) Increasing oversight and control
- D) Delaying decisions until stability returns

✓ **Answer: B** *Leaders should act as steady anchors rather than reflecting external chaos.*

Q37. A leader using the Coaching style focuses primarily on:

- A) Direct instruction for immediate results
- B) Maintaining harmony and minimizing conflict
- C) Developing long-term employee capabilities
- D) Achieving team consensus on decisions

✓ Answer: C

Prioritizes long-term growth over short-term efficiency.

Q38. Psychological Safety is most directly driven by which EI competencies?

- A) Motivation
- B) Self-Regulation and Empathy
- C) Technical expertise and decisiveness
- D) Social awareness alone

✓ Answer: B

Leaders foster safety through emotional regulation and genuine empathy.

Q39. If an employee becomes defensive during SBI feedback, the high-EI response is to:

- A) Reiterate the feedback firmly
- B) Withdraw the feedback
- C) Acknowledge emotions and allow for their perspective
- D) Escalate the issue to HR

✓ Answer: C

Validating feelings maintains a productive, open dialogue.

Q40. Which is the most accurate indicator of LOW leader EI?

- A) Expressing emotion during hard times
- B) Regularly soliciting feedback
- C) Team hides problems until they become crises
- D) Adapting communication styles

✓ Answer: C

Teams conceal issues when they fear a leader's reaction.

Q41. What is the correct sequence of stages in the GROW coaching model?

- A) Goals → Results → Options → Work
- B) Goal → Reality → Options → Will
- C) Growth → Reflection → Outcomes → Work
- D) Goal → Resources → Obstacles → Wins

✓ Answer: B — Goal → Reality → Options → Will *This framework structures progress from outcomes to commitment.*

Q42. What does Level 3 Listening refer to in coaching?

- A) Listening while taking detailed notes
- B) Focusing only on spoken words
- C) Global listening: attending to tone, energy, and what is unsaid
- D) Listening to provide helpful advice

✓ Answer: C — Global listening — attending to tone, energy, body language, and what is NOT being said *This captures the full emotional and unspoken context.*

Q43. What is the primary EI challenge of leading virtual teams?

- A) Difficulty in using financial incentives
- B) Increased cultural differences
- C) Natural emotional signals must be actively created
- D) Need for higher technical knowledge

✓ Answer: C — Emotional signals that occur naturally in person must be actively created and sought out virtually *Leaders must intentionally compensate for lost physical cues.*

Q44. A virtual team member is unusually quiet. What is the high-EI response?

- A) Send a formal request for participation
- B) Note it for the next review cycle
- C) Privately check in with genuine, low-pressure care
- D) Address it in a team meeting

✓ Answer: C — Reach out privately with a genuine, low-pressure check-in *Private check-ins foster connection without triggering defensiveness.*

Q45. Core distinction between Manager and Coach?

- A) Managers are hierarchically senior
- B) Managers direct; coaches ask questions to build capability
- C) Coaching is for underperformers only
- D) Managers focus on individuals; coaches on teams

✓ **Answer: B** *Coaching empowers others to develop their own solutions.*

Q46. Which EI model is "ability-based"?

- A) Goleman's Mixed Model
- B) Bar-On's Trait Model
- C) Mayer-Salovey-Caruso Ability Model
- D) Petrides' Trait EI Model

✓ **Answer: C** *It measures EI as a cognitive capacity for emotional processing.*

Q47. Taking accountability for emotional reactions demonstrates:

- A) Empathy
- B) Social Skills
- C) Self-Management
- D) Motivation

✓ **Answer: C** *Owning one's emotional state is fundamental to self-management.*

Q48. "Equitable turn-taking" comes from which study?

- A) Stanford's Project Empathy
- B) Google's Project Aristotle
- C) Harvard's Psychological Safety Study
- D) McKinsey's Leadership Report

✓ **Answer: B** *Balanced participation predicts high team effectiveness.*

Q49–Q50: Leadership Styles & EI

Q49. A leader demanding immediate compliance in a crisis uses which style?

- A) Pacesetting
- B) Affiliative
- C) Commanding
- D) Democratic

✓ Answer: C — Commanding
Effective for short-term crisis management.

Q50. Which is most accurate regarding EI development?

- A) Fixed by genetics/age 30
- B) Developable via practice and coaching
- C) Requires formal therapy
- D) Fixed by adolescence

✓ Answer: B — Developable via practice and coaching
EI is neuroplastic and strengthenable at any age.



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