

What Would You Do to Manage Emotions in *this* Situation? (The Situational Test of Emotional Management, STEM-B)

Instructions

This emotional intelligence test assesses how well you manage/regulate emotions in relation to the situations that give rise to them. Unlike most of the other self-assessments here, this questionnaire takes on more of a 'test' format, and therefore, has clearly marked 'right' or 'wrong' responses. You will be presented with a few brief details about an emotional situation, and asked to choose from four responses the most effective course of action to manage both the emotions the person is feeling and the problems they face in that situation. Although more than one course of action might be acceptable, you are asked to choose what you think the most effective response for that person in that situation would be. Remember, you are not necessarily choosing what you would do, or the nicest thing to do, but choosing the most effective response for that situation.

1. Lee's workmate fails to deliver an important piece of information on time, causing Lee to fall behind schedule also. *What action would be the most effective for Lee?*

- (a) Work harder to compensate.
- (b) Get angry with the workmate.
- (c) Explain the urgency of the situation to the workmate.
- (d) Never rely on that workmate again.

2. Rhea has left her job to be a full-time mother, which she loves, but she misses the company and companionship of her workmates. *What action would be the most effective for Rhea?*

- (a) Enjoy being a full-time mom.
- (b) Try to see her old workmates socially, inviting them out.
- (c) Join a playgroup or social group of new mothers.
- (d) See if she can find part time work.

3. Pete has specific skills that his workmates do not and he feels that his workload is higher because of it. *What action would be the most effective for Pete?*

- (a) Speak to his boss about this.
- (b) Start looking for a new job.
- (c) Be very proud of his unique skills.
- (d) Speak to his workmates about this.

4. Mario is showing Min, a new employee, how the system works. Mario's boss walks by and announces Mario is wrong about several points, as changes have been made. Mario gets on well with his boss, although they don't normally have much to do with each other. *What action would be the most effective for Mario?*

- (a) Make a joke to Min, explaining he didn't know about the changes.
- (b) Not worry about it, just ignore the interruption.
- (c) Learn the new changes.
- (d) Tell the boss that such criticism was inappropriate.

5. Wai-Hin and Connie have shared an office for years but Wai-Hin gets a new job and Connie loses contact with her. *What action would be the most effective for Connie?*

- (a) Just accept that she is gone and the friendship is over.
- (b) Ring Wai-Hin and ask her out for lunch or coffee to catch up.
- (c) Contact Wai-Hin and arrange to catch up but also make friends with her replacement.
- (d) Spend time getting to know the other people in the office, and strike up new friendships.

6. Martina is accepted for a highly sought after contract, but has to fly to the location. Martina has a phobia of flying. *What action would be the most effective for Martina?*

- (a) See a doctor about this.
- (b) Don't go to the location.
- (c) Just get through it.
- (d) Find alternative travel arrangements.

7. Manual is only a few years from retirement when he finds out his position will no longer exist, although he will still have a job with a less prestigious role. *What action would be the most effective for Manual?*

- (a) Carefully consider his options and discuss it with his family.
- (b) Talk to his boss or the management about it.
- (c) Accept the situation, but still feel bitter about it.
- (d) Walk out of that job.

8. Alan helps Trudy, a peer he works with occasionally, with a difficult task. Trudy complains that Alan's work isn't very good, and Alan responds that Trudy should be grateful he is doing her a favor. They argue. *What action would be the most effective for Alan?*

- (a) Stop helping Trudy and don't help her again.
- (b) Try harder to help appropriately.
- (c) Apologize to Trudy.

(d) Diffuse the argument by asking for advice.

9. Surbhi starts a new job where he doesn't know anyone and finds that no one is particularly friendly. *What action would be the most effective for Surbhi?*

- (a) Have fun with his friends outside of work hours.
- (b) Concentrate on doing his work well at the new job.
- (c) Make an effort to talk to people and be friendly himself.
- (d) Leave the job and find one with a better environment.

10. Darla is nervous about presenting her work to a group of seniors who might not understand it, as they don't know much about her area. *What action would be the most effective for Darla?*

- (a) Be positive and confident, knowing it will go well.
- (b) Just give the presentation.
- (c) Work on her presentation, simplifying the explanations.
- (d) Practice presenting to laypeople such as friends or family.

11. Andre moves away from the city his friends and family are in. He finds his friends make less effort to keep in contact than he thought they would. *What action would be the most effective for Andre?*

- (a) Try to adjust to life in the new city by joining clubs and activities there.
- (b) He should make the effort to contact them, but also try to meet people in his new city.
- (c) Let go of his old friends, who have shown themselves to be unreliable.
- (d) Tell his friends he is disappointed in them for not contacting him.

12. Helga's team has been performing very well. They receive poor-quality work from another team that they must incorporate into their own project. *What action would be the most effective for Helga?*
- (a) Don't worry about it.
 - (b) Tell the other team they must re-do their work.
 - (c) Tell the project manager about the situation.
 - (d) Re-do the other team's work to get it up to scratch.
13. Clayton has been overseas for a long time and returns to visit his family. So much has changed that Clayton feels left out. *What action would be the most effective for Clayton?*
- (a) Nothing – it will sort itself out soon enough.
 - (b) Tell his family he feels left out.
 - (c) Spend time listening and getting involved again.
 - (d) Reflect that relationships can change with time.
14. Katerina takes a long time to set the DVD timer. With the family watching, her sister says "You idiot, you're doing it all wrong, can't you work the video?" Katerina is quite close to her sister and family. *What action would be the most effective for Katerina?*
- (a) Ignore her sister and keep at the task.
 - (b) Get her sister to help or to do it.
 - (c) Tell her sister she is being mean.
 - (d) Never work appliances in front of her sister or family again.
15. Benjiro's parents are in their late 80s and living interstate in a house by themselves. He is worried that they need some help but they angrily deny it any time he brings up the subject. *What action would be the most effective for Benjiro?*
- (a) Visit frequently and get others to check on them.
 - (b) Believe his parents' claims that they are fine.
 - (c) Keep telling his parents his concerns, stressing their importance.
 - (d) Force his parents to move into a home.
16. Max prides himself on his work being of the highest quality. On a joint project, other people do a lousy job, assuming that Max will fix their mistakes. *What action would be the most effective for Max?*
- (a) Forget about it.
 - (b) Confront the others, and tell them they must fix their mistakes.
 - (c) Tell the project manager about the situation.
 - (d) Fix the mistakes.
17. Daniel has been accepted for a prestigious position in a different country from his family, who he is close to. He and his wife decide it is

worth relocating. *What action would be the most effective for Daniel?*

- (a) Realize he shouldn't have applied for the job if he didn't want to leave.
- (b) Set up a system for staying in touch, like weekly phone calls or emails.
- (c) Think about the great opportunities this change offers.
- (d) Don't take the position.

18. A junior employee making routine adjustments to some of Teo's equipment accuses Teo of causing the equipment malfunction. *What action would be the most effective for Teo?*

- (a) Reprimand the employee for making such accusations.
- (b) Ignore the accusation, it is not important.
- (c) Explain that malfunctions were not his fault.
- (d) Learn more about using the equipment so that it doesn't break.

19. Mei Ling answers the phone and hears that close relatives are in hospital critically ill. *What action would be the most effective for Mei Ling?*

- (a) Let herself cry and express emotion for as long as she feels like.
- (b) Speak to other family to calm herself and find out what is happening, then visit the hospital.
- (c) There is nothing she can do.
- (d) Visit the hospital and ask staff about their condition.

20. The woman who relieves Celia at the end of her shift is twenty minutes late without excuse or apology. *What action would be the most effective for Celia?*

- (a) Forget about it unless it happens again.
- (b) Tell the boss about it.
- (c) Ask for an explanation of her lateness.
- (d) Tell her that this is unacceptable.

21. Upon entering full-time study, Vincent cannot afford the time or money he used to spend on water-polo training, which he was quite good at. Although he enjoys full-time study, he misses training. *What action would be the most effective for Vincent?*

- (a) Concentrate on studying hard, to pass his course.
- (b) See if there is a local league or a less expensive and less time-consuming sport.
- (c) Think deeply about whether sport or study is more important to him.
- (d) Find out about sporting scholarships or bursaries.

22. Evan's housemate cooked food late at night and left a huge mess in the kitchen that Evan discovered at breakfast. *What action would be the most effective for Evan?*
- (a) Tell his housemate to clean up the mess.
 - (b) Ask his housemate that this not happen again.
 - (c) Clean up the mess himself.
 - (d) Assume that the housemate will clean it later.
23. Greg has just gone back to university after a lapse of several years. He is surrounded by younger students who seem very confident about their ability and he is unsure whether he can compete with them. *What action would be the most effective for Greg?*
- (a) Focus on his life outside the university.
 - (b) Study hard and attend all lectures.
 - (c) Talk to others in his situation.
 - (d) Realize he is better than the younger students as he has more life experience.
24. Gloria's housemates never buy essential non-food items when they are running low, relying on Gloria to buy them, which she resents. They know each other reasonably well, but have not yet discussed financial issues. *What action would be the most effective for Gloria?*
- (a) Don't buy the items.
 - (b) Introduce a new system for grocery shopping and sharing costs.
 - (c) Tell her housemates she has a problem with this.
 - (d) Hide her own personal store of items from the others.
25. Shona has not spoken to her nephew for months, whereas when he was younger they were very close. She rings him but he can only talk for five minutes. *What action would be the most effective for Shona?*
- (a) Realize that he is growing up and might not want to spend so much time with his family any more.
 - (b) Make plans to drop by and visit him in person and have a good chat.
 - (c) Understand that relationships change, but keep calling him from time to time.
 - (d) Be upset about it, but realize there is nothing she can do.
26. Moshe finds out that some members of his social sports team have been saying that he is not a very good player. *What action would be the most effective for Moshe?*
- (a) Although he may be bad at sport remember he is good at other things.
 - (b) Forget about it.
 - (c) Do some extra training to try and improve.
 - (d) Leave that sports team.

27. Joel has always dealt with one particular client but on a very complex job his boss gives the task to a co-worker instead. Joel wonders whether his boss thinks he can't handle the important jobs. *What action would be the most effective for Joel?*

- (a) Believe he is performing well and will be given the next complex job.
- (b) Do good work so that he will be given the complex tasks in future.
- (c) Ask his boss why the co-worker was given the job.
- (d) Not worry about this unless it happens again,

28. Hasina is overseas when she finds out that her father has passed away from an illness he has had for years. *What action would be the most effective for Hasina?*

- (a) Contact her close relatives for information and support.
- (b) Try not to think about it, going on with her daily life as best she can.
- (c) Feel terrible that she left the country at such a time.
- (d) Think deeply about the more profound meaning of this loss.

29. Mina and her sister-in-law normally get along quite well, and the sister-in-law regularly baby-sits for her for a small fee. Lately she has also been cleaning away cobwebs, commenting on the mess, which Mina finds insulting. *What action would be the most effective for Mina?*

- (a) Tell her sister-in-law these comments upset her.
- (b) Get a new babysitter.
- (c) Be grateful her house is being cleaned for free.
- (d) Tell her only to baby-sit, not to clean.

30. Billy is nervous about acting a scene when there are a lot of very experienced actors in the crowd. *What action would be the most effective for Billy?*

- (a) Put things in perspective – it is not the end of the world.
- (b) Use some acting techniques to calm his nerves.
- (c) Believe in himself and know it will be fine.
- (d) Practice his scenes more so that he will act well.

31. Juno is fairly sure his company is going down and his job is under threat. It is a large company and nothing official has been said. *What action would be the most effective for Juno?*

- (a) Find out what is happening and discuss his concerns with his family.
- (b) Try to keep the company afloat by working harder.
- (c) Start applying for other jobs.
- (d) Think of these events as an opportunity for a new start.

32. Mallory moves from a small company to a very large one, where there is little personal contact, which she misses. *What action would be the most effective for Mallory?*

- (a) Talk to her workmates, try to create social contacts and make friends.
- (b) Start looking for a new job so she can leave that environment.
- (c) Just give it time, and things will be okay.
- (d) Concentrate on her outside-work friends and colleagues from previous jobs.

33. A demanding client takes up a lot of Jill's time and then asks to speak to Jill's boss about her performance. Although Jill's boss assures her that her performance is fine, Jill feels upset. *What action would be the most effective for Jill?*

- (a) Talk to her friends or workmates about it.
- (b) Ignore the incident and move on to her next task.
- (c) Calm down by taking deep breaths or going for a short walk.
- (d) Think that she has been successful in the past and this client being difficult is not her fault.

34. Blair and Flynn usually go to a cafe after the working week and chat about what's going on in the company. After Blair's job is moved to a different section in the company, he stops coming to the cafe. Flynn misses these Friday talks. *What action would be the most effective for Flynn?*

- (a) Go to the cafe or socialize with other workers.
- (b) Don't worry about it, ignore the changes and let Blair be.
- (c) Not talk to Blair again.
- (d) Invite Blair again, maybe rescheduling for another time.

35. Jerry has had several short-term jobs in the same industry, but is excited about starting a job in a different industry. His father casually remarks that he will probably last six months. *What action would be the most effective for Jerry?*

- (a) Tell his father he is completely wrong.
- (b) Prove him wrong by working hard to succeed at the new job.
- (c) Think of the positives of the new job.
- (d) Ignore his father's comments.

36. Michelle's friend Dara is moving overseas to live with her partner. They have been good friends for many years and Dara is unlikely to come back. *What action would be the most effective for Michelle?*

- (a) Forget about Dara.
- (b) Spend time with other friends, keeping herself busy.
- (c) Think that Dara and her partner will return soon.
- (d) Make sure she keeps in contact through email, phone or letter writing.

37. Dorian needs to have some prostate surgery and is quite scared about the process. He has heard that it is quite painful. *What action would be the most effective for Dorian?*

- (a) Find out as much as he can about the procedure and focus on calming down.
- (b) Keep busy in the meantime so he doesn't think about the impending surgery.
- (c) Talk to his family about his concerns.
- (d) Talk to his doctor about what will happen.

38. Hannah's access to essential resources has been delayed and her work is way behind schedule. Her progress report makes no mention of the lack of resources. *What action would be the most effective for Hannah?*

- (a) Explain the lack of resources to her boss or to management.
- (b) Learn that she should plan ahead for next time.
- (c) Document the lack of resources in her progress report.
- (d) Don't worry about it.

39. Jill is given an official warning for entering a restricted area. She was never informed that the area was restricted and will lose her job if she gets two more warnings, which she thinks is unfair. *What action would be the most effective for Jill?*

- (a) Think about the unfairness of the situation.
- (b) Accept the warning and be careful not to go in restricted areas from now on.
- (c) Explain that she didn't know it was restricted.
- (d) Take a few deep breaths and calm down about it.

40. Alana has been acting in a high-ranking role for several months. A decision is made that only long-term employees can now act in these roles, and Alana has not been with the company long enough to do so. *What action would be the most effective for Alana?*

- (a) Quit that position.
- (b) Use that experience to get promoted when she is long term.
- (c) Accept this new rule, but feel hard-done-by.
- (d) Ask management if an exception can be made.

41. Reece's friend points out that her young children seem to be developing more quickly than Reece's. Reece sees that this is true. *What action would be the most effective for Reece?*

- (a) Talk the issue over with another friend.
- (b) Angrily confront her friend about making such statements.
- (c) Realize that children develop at different rates.
- (d) Talk to a doctor about what the normal rates of development are.

42. Jumah has been working at a new job part-time while he studies. His shift times for the week are changed at the last minute, without consulting him. *What action would be the most effective for Jumah?*

- (a) Refuse to work the new shifts.
- (b) Find out if there is some reasonable explanation for the shift changes.
- (c) Tell the manager in charge of shifts that he is not happy about it.
- (d) Grumpily accept the changes and do the shifts.

43. Jacob is having a large family gathering to celebrate him moving into his new home. He wants the day to go smoothly and is a little nervous about it. *What action would be the most effective for Jacob?*

- (a) Talk to friends or relatives to ease his worries.
- (b) Try to calm down, perhaps go for a short walk or meditate.
- (c) Prepare ahead of time so he has everything he needs available.
- (d) Accept that things aren't going to be perfect but the family will understand.

44. Julie hasn't seen Ka for ages and looks forward to their weekend trip away. However, Ka has changed a lot and Julie finds that she is no longer an interesting companion. *What action would be the most effective for Julie?*

- (a) Cancel the trip and go home.
- (b) Realize that it is time to give up the friendship and move on.
- (c) Understand that people change, so move on, but remember the good times.
- (d) Concentrate on her other, more rewarding friendships.

Scoring

One mark for the most effective approach to emotion management, as rated by experts.

1	C	6	A	11	B	16	B	21	B	26	C	32	A	37	D	42	B
2	C	7	A	12	C	17	B	22	B	27	C	33	D	38	C	43	C or D
3	A	8	D	13	C	18	C	23	C	28	A	34	D	39	B or C	44	C
4	C	9	C	14	B	19	B	24	C	29	A	35	D	40	B		
5	C	10	C	15	A	20	C	25	C	30	B	36	D	41	D		

Interpretation

The mean proportion correct for this test is 0.53 (67% of correct answers). Women tend to score slightly better (0.55) than men (0.51), although this difference is slight. Note, however, that the 'correct' answers in this case are based on consensus from experts.

Reference

Allen, V., Rahman, N., Weissman, A., MacCann, C., Lewis, C., & Roberts, R. D. (2015). The Situational Test of Emotional Management–Brief (STEM-B): Development and validation using item response theory and latent class analysis. *Personality and Individual Differences, 81*, 195-200.

Supplemental material available: http://supp.apa.org/psycarticles/supplemental/emo_8_4_540/emo_8_4_540_supp.html