

## **RESILIENCE QUOTIENT TEST**

[Adapted from “The Resilience Factor” by Karen Reivich, Ph. D and Andrew Shatte, Ph. D]

Please complete the following fifty-six item RQ Test. Don't spend too much time on any one item. It should take about ten minutes.

Please rate each item for how true it is of you, using the following scale.

- 1 – not at all true
- 2 – sometimes or somewhat true
- 3 – moderately true
- 4 – usually true
- 5 – very true of me

1. \_\_\_\_\_ When trying to solve a problem, I trust my instincts and go with the first solution that occurs to me.
2. \_\_\_\_\_ Even if I plan for a discussion with my boss, a coworker, my spouse, or my child, I still find myself acting emotionally.
3. \_\_\_\_\_ I worry about my future health.
4. \_\_\_\_\_ I am good at shutting out anything that distracts me from the task at hand.
5. \_\_\_\_\_ If my first solution doesn't work, I am able to go back and continue trying different solutions until I find one that does work.
6. \_\_\_\_\_ I am curious.
7. \_\_\_\_\_ I am unable to harness positive emotions to help me focus on a task.
8. \_\_\_\_\_ I'm the kind of person who likes to try new things.
9. \_\_\_\_\_ I would rather do something at which I feel confident and relaxed than something that is quite challenging and difficult.
10. \_\_\_\_\_ By looking at their facial expressions, I recognize the emotions people are experiencing.
11. \_\_\_\_\_ I give in to the urge to give up when things go wrong.

12. \_\_\_\_\_ When a problem arises, I come up with a lot of possible solutions before trying to solve it.
13. \_\_\_\_\_ I can control the way I feel when adversity strikes.
14. \_\_\_\_\_ What other people think about me does not influence my behavior.
15. \_\_\_\_\_ When a problem occurs, I am aware of the first thoughts that pop into my head about it.
16. \_\_\_\_\_ I feel most comfortable in situations in which I am not the only one responsible.
17. \_\_\_\_\_ I prefer situations where I can depend on someone else's ability rather than my own.
18. \_\_\_\_\_ I believe that it is better to believe problems are controllable, even if that is not always true.
19. \_\_\_\_\_ When a problem arises, I think carefully about what caused it before attempting to solve it.
20. \_\_\_\_\_ I have doubts about my ability to solve problems at work or at home.
21. \_\_\_\_\_ I don't spend time thinking about factors that are out of my control.
22. \_\_\_\_\_ I enjoy doing simple routine tasks that do not change.
23. \_\_\_\_\_ I get carried away by my feelings.
24. \_\_\_\_\_ It is difficult for me to understand why people feel the way they do.
25. \_\_\_\_\_ I am good at identifying what I am thinking and how it affects my mood.
26. \_\_\_\_\_ If someone does something that upsets me, I am able to wait until an appropriate time when I have calmed down to discuss it.
27. \_\_\_\_\_ When someone overreacts to a problem, I think it is usually because they are just in a bad mood that day.
28. \_\_\_\_\_ I expect that I will do well on most things.
29. \_\_\_\_\_ People often seek me out to help them figure out problems.
30. \_\_\_\_\_ I feel at a loss to understand why people react the way they do.
31. \_\_\_\_\_ My emotions affect my ability to focus on what I need to get done at home, school, or work.

32. \_\_\_\_\_ Hard work always pays off.
33. \_\_\_\_\_ After completing a task, I worry that it will be negatively evaluated.
34. \_\_\_\_\_ If someone is sad, angry, or embarrassed, I have a good idea what he or she may be thinking.
35. \_\_\_\_\_ I don't like new challenges.
36. \_\_\_\_\_ I don't plan in my job, schoolwork, or finances.
37. \_\_\_\_\_ If a colleague is upset, I have a pretty good idea why.
38. \_\_\_\_\_ I prefer doing things spontaneously rather than planning, even if it means it doesn't turn out as well.
39. \_\_\_\_\_ I believe most problems are caused by circumstances beyond my control.
40. \_\_\_\_\_ I look at challenges to learn and improve myself.
41. \_\_\_\_\_ I've been told I misinterpret events and situations.
42. \_\_\_\_\_ If someone is upset with me, I listen to what they have to say before reacting.
43. \_\_\_\_\_ When asked to think about my future, I find it hard to imagine myself as a success.
44. \_\_\_\_\_ I've been told that I jump to conclusions when problems arise.
45. \_\_\_\_\_ I am uncomfortable when meeting new people.
46. \_\_\_\_\_ It is easy for me to get "lost" in a book or a movie.
47. \_\_\_\_\_ I believe the old adage, "an ounce of prevention is worth a pound of cure."
48. \_\_\_\_\_ In most situations, I believe I'm good at identifying the true causes of problems.
49. \_\_\_\_\_ I believe I have good coping skills and that I respond well to most challenges.
50. \_\_\_\_\_ My significant other and/or close friends tell me that I don't understand them.
51. \_\_\_\_\_ I am most comfortable in my established routines.
52. \_\_\_\_\_ I think it's important to solve problems as quickly as possible, even if that means sacrificing a full understanding of the problem.

- 53. \_\_\_\_\_ When faced with a difficult situation, I am confident that it will go well.
- 54. \_\_\_\_\_ My colleagues and friends tell me I don't listen to what they say.
- 55. \_\_\_\_\_ If I decide I want something, I go out and buy it right away.
- 56. \_\_\_\_\_ When I discuss a "hot" topic with a colleague or a family member, I can keep my emotions in check.

## *Emotion Regulation and Resilience*

<b>Emotion Regulation</b>			
<b>Add your scores on the following items:</b>		<b>Add your scores on the following items:</b>	
Item 13:		Item 2:	
Item 25:		Item 7:	
Item 26:		Item 23:	
Item 56:		Item 31:	
Positive Total:		Negative Total:	
<p><b>Positive Total minus Negative Total = _____ (This is your Emotional Regulation score.)</b></p> <p>Above Average: A score higher than 13            Average: A score between 6 and 13, inclusive            Below Average: A score lower than 6</p>			

Emotion Regulation is the ability to stay calm under pressure. Resilient people use a well-developed set of skills that help them to control their emotions, attention, and behavior. Self-regulation is important for forming intimate relationships, succeeding at work, and maintaining physical health. People who have difficulty regulating their emotions often emotionally exhaust their partners at home and are difficult to work with. Research shows that people who lack the ability to regulate their emotions have a hard time building and maintaining friendships. There are probably many reasons why this is so, the least of which is that negativity is a turnoff. People don't like to spend time with people who are angry, sullen, or anxious. Not only is it a drain, but emotions are contagious. The more you associate with the angry, sullen, and anxious, the more angry, sullen, and anxious you become.

Of course, not every emotion needs to be repaired or controlled. The authors of "The Resilience Factor" don't believe that all anger, sadness, anxiety, and

guilt should be minimized, managed, or stifled. To the contrary, the expression of emotions, negative and positive, is healthy and constructive. Proper emotional expression is a part of being resilient. But just as life's luster is dulled if we keep our emotions under total wraps, so does being a slave to your emotions interfere with your resilience and drain it from those around you.

Some people are prone to experience greater amounts of anxiety, sadness, and anger than others and have a harder time regaining control once they are upset. They are more likely to get stuck in their emotions and are less effective at coping with adversity and solving problems. And they find it nearly impossible to reach out to others and new experiences when they are being held captive by their emotions.

Consider Beth, a manager in a telecommunications company. As a child, Beth was emotionally volatile and remembers feeling powerless to shift her mood once it took hold. Her temperamental style didn't soften as she grew to adulthood. As Beth candidly describes, the emotional roller coaster she rides undermines her effectiveness as a parent. "I have two teenage daughters, and I know they are reluctant to talk with me about their problems. I know they worry that I won't be able to handle my own emotional reactions and that instead of helping them to sort through what they are feeling, I'll get lost in what I am feeling. I try to show them that I can stay calm and listen to them, but the truth is, I really struggle with it. My emotionality has gotten in the way of being a good mother."

If Beth's story sounds familiar, emotion regulation is probably an ability you need to develop. But how do you go about regulating your emotions? There are a variety of effective techniques for calming yourself down when angry, for lifting your mood when sad, and for quieting anxiety. Of the many techniques for regulating emotions, I've found that the most effective those that work to

alter your beliefs about adversity – the actual thoughts you have when problems arise and that are the source of your emotions.

If you feel that you need to work on your emotion regulation, you'll find two skills particularly useful. Learning your ABCs will enable you to detect the belief that produces your counterproductive emotion, while Calming and Focusing will provide you with the means to invoke the relaxation response you need to begin reining in those emotions.

**Key Skills:**

ABC's

Calming and Focusing

## *Impulse Control and Resilience*

<b>Impulse Control</b>			
<b>Add your scores on the following items:</b>		<b>Add your scores on the following items:</b>	
Item 4:		Item 11:	
Item 15:		Item 36:	
Item 42:		Item 38:	
Item 47:		Item 55:	
Positive Total:		Negative Total:	
<p><b>Positive Total minus Negative Total = _____ This is your Impulse Control score.</b></p> <p style="margin-left: 40px;">Above Average: A score higher than 0            Average: A score between -6 and 0, inclusive            Below Average: A score lower than -6</p>			

Dan Goleman, author of “Emotional Intelligence”, performed a fascinating study in the 1970s. Young children, around seven years old, were brought one by one into a small room where another researcher was waiting. The researcher explained to each child that he had to leave for a few minutes, but before he did, he wanted to offer the child a marshmallow. The child could eat the marshmallow now, the researcher explained. But if the child held off on eating it and waited until the researcher returned, he’d give the child a second one. Ten years later, Goleman tracked the children who had participated in the experiment. They were by now high school seniors. Those children who could control their impulses, who could delay the gratification of one marshmallow to get two, were doing significantly better socially and academically.

So impulse control is your ability regulate your response to a situation. It could also be an urge or a whim. It is your ability to quell anxiety, fear, anger,



etc., in the heat of the moment and to process it in a healthy, more productive way. You may lack impulse control if you have a hard time controlling your emotions or a hard time telling yourself no. Maybe you get all hyped up about something and go after it, with everything you've got, but can't sustain your interest.

It makes intuitive sense that emotion regulation and impulse control are closely related. People who are strong on the RQ factor of impulse control also tend to be high on emotion regulation. It is believed that the connection in these areas exists because they tap into similar belief systems. So, if your impulse control is low, you will accept your first impulsive belief about the situation as true and act accordingly. Often this produces negative consequences that can hamper your resilience. As with emotion regulation, the first key skill for impulse control is learning your ABCs. ABC tracks how our thoughts determine our emotions and behavior. Having mastered ABC, you can move to Avoiding Thinking Traps, which will guide you to detect the impulsive beliefs you commonly entertain and how they work to derail your resiliency. And once you get to Challenging Beliefs, you'll be able to boost your impulse control and generate more accurate thoughts that will lead to better emotion regulation and result in more resilient behavior.

**Key Skills:**

ABC's

Avoiding Thinking Traps

Challenging Beliefs

## Optimism and Resilience

<b>Optimism</b>			
<b>Add your scores on the following items:</b>		<b>Add your scores on the following items:</b>	
Item 18:		Item 3:	
Item 27:		Item 33:	
Item 32:		Item 39:	
Item 53:		Item 43:	
Positive Total:		Negative Total:	
<p><b>Positive Total minus Negative Total = _____ This is your Optimism score.</b></p> <p style="text-align: center;">Above Average: A score higher than 6            Average: A score between -2 and 6, inclusive            Below Average: A score lower than -2</p>			

Resilient people are optimistic. They believe that things can change for the better. They have hope for the future and believe that they control the direction of their lives. Compared to pessimists, optimists are physically healthier, are less likely to suffer depression, do better in school, are more productive at work, and win more in sports according to “The Resilience Factor”.

Optimism, of course, means that we see our futures as relatively bright. Optimism implies that we believe we can handle the adversities that will inevitably arise in the future. And, of course, this reflects our sense of self-efficacy, our faith in our ability to solve our own problems and master our world, which is another important ability in resilience.

Research shows that optimism and self-efficacy often go hand in hand. Optimism is a boon if it is linked with true self-efficacy because optimism motivates you to search for solutions and to keep working hard to improve

your situation. It's worth noting that people who harbor unbridled optimism, of the Pollyanna variety, may not derive any advantage at all. In fact, unrealistic optimism may lead people to ignore real threats for which they need to prepare. A Pollyanna optimist, if diagnosed with a serious illness, might say to herself, "Oh, this is no big deal. My condition isn't serious. I'll be fine." which will make it unlikely that she will do the things she needs to do to improve her chances of recovery. The key to resilience and success, then, is to have realistic optimism coupled with self-efficacy. And as we shall see, self-efficacy is a result of successful problem solving, which in turn can be significantly enhanced using Challenging Beliefs and Putting It in Perspective – two skills that enable us to gain mastery over those elements of our world that are in our control.

***Key Skills:***

Challenging Beliefs

Putting It in Perspective

## *Causal Analysis and Resilience*

<b>Causal Analysis</b>			
<b>Add your scores on the following items:</b>		<b>Add your scores on the following items:</b>	
Item 12:		Item 1:	
Item 19:		Item 41:	
Item 21:		Item 44:	
Item 48:		Item 52:	
Positive Total:		Negative Total:	
<p><b>Positive Total minus Negative Total = ____ This is your Emotional Regulation score.</b></p> <p style="text-align: center;">Above Average: A score higher than 8            Average: A score between 0 and 8, inclusive            Below Average: A score lower than 0</p>			

Causal analysis is a term we use to refer to people's ability to accurately identify the causes of their problems. If we're unable to assess the causes of our problems accurately, then we are doomed to make the same mistakes repeatedly.

Consider adding the explanatory style of thinking here: Everyone's explanatory style can be coded on three dimensions: Personal (me - not me), permanent (always – not always) and pervasive (everything – not everything)

It's easy to see how explanatory style affects our causal analysis. Those people who ruminate about the "always – everything" causes of their problems cannot see a way to change their situation. They become helpless and hopeless. People who focus on the "not always – not everything" causes are galvanized and capable of generating solutions that they can put into action. But the most resilient people are those who have cognitive flexibility and can identify all the

significant causes of the adversities they face, without being trapped in any specific explanatory style. They are realists in that they do not ignore the factors that are permanent and pervasive. They also don't reflexively blame others for their mistakes to preserve their self-esteem or absolve themselves of guilt. Nor do they waste their valuable reserves of resilience ruminating about events or circumstances outside their control. They channel their problem-solving resources into the factors they can control, and, through incremental change, they begin to overcome, steer through, bounce back and reach out. Like someone who feels the need to improve his impulse control and optimism, if you need to improve your causal analysis, then Challenging Beliefs probably will be the skill that helps you the most.

**Key Skills:**

Challenging Beliefs

## *Empathy and Resilience*

<b>Empathy</b>			
<b>Add your scores on the following items:</b>		<b>Add your scores on the following items:</b>	
Item 10:		Item 24:	
Item 34:		Item 30:	
Item 37:		Item 50:	
Item 46:		Item 54:	
Positive Total:		Negative Total:	
<p><b>Positive Total minus Negative Total = ____ This is your Empathy score.</b></p> <p style="text-align: center;">Above Average: A score higher than 12            Average: A score between 3 and 12, inclusive            Below Average: A score lower than 3</p>			

Your empathy score represents how well you're able to read other people's cues to their psychological and emotional states. Some of us are adept at interpreting what psychologists call the nonverbals of others – their facial expressions, their tone of voice, their body language – and determining what people are thinking and feeling. Others have not developed these skills and therefore are unable to place themselves in the other person's shoes, estimating what the person must feel and predicting what he or she is likely to do. This inability to read nonverbal cues can be costly in business, where progression through the ranks often requires networking skill, and for manager, whose job it is to understand how best to motivate their employees. It also can be costly in personal relationships where people need to feel understood and valued. People low in empathy even well-intentioned ones, tend to repeat the same old non-resilient patterns of behavior, and they're known to "bulldoze" others' emotions and desire. But your empathy score can be improved.

You can learn to use Learning Your ABCs and Detecting Icebergs to understand what motivates you as you navigate your way through the world. These same skills can be applied to how you deal with others – to better understand why the person you manage at work procrastinates on important projects, why your teenager has become withdrawn and somber, and to better connect with the people you love.

**Key Skills:**

ABCs

Detecting Icebergs

## Self-efficacy and Resilience

<b>Self-efficacy</b>			
<b>Add your scores on the following items:</b>		<b>Add your scores on the following items:</b>	
Item 5:		Item 9:	
Item 28:		Item 17:	
Item 29:		Item 20:	
Item 49:		Item 22:	
Positive Total:		Negative Total:	
<p><b>Positive Total minus Negative Total = _____ This is your Self-Efficacy score.</b></p> <p style="text-align: center;">Above Average: A score higher than 10            Average: A score between 6 and 10, inclusive            Below Average: A score lower than 6</p>			

Self-efficacy is our sense that we are effective in the world. It represents our beliefs that we can solve the problems we are likely to experience and our and our faith in our ability to succeed. For example, at work, people who have faith in their ability to solve problems emerge as leaders, while those who aren't confident about their efficacy find themselves lost in the crowd. They unintentionally broadcast their self-doubt, and their colleagues listen – and learn to seek the counsel of others.

Self-efficacy can be fortified by building confidence. You can do this by Avoiding Thinking Traps to head off your assumptions about the causes of your problems, and Challenging Beliefs to become more accurate in your problem solving.

### **Key Skills:**

Avoiding Thinking Traps  
 Challenging Beliefs



**Reaching Out and Resilience**

<b>Reaching Out</b>			
<b>Add your scores on the following items:</b>		<b>Add your scores on the following items:</b>	
Item 6:		Item 16:	
Item 8:		Item 35:	
Item 14:		Item 45:	
Item 40:		Item 51:	
Positive Total:		Negative Total:	
<p><b>Positive Total minus Negative Total = _____ This is your Reaching Out score.</b></p> <p style="margin-left: 40px;">Above Average: A score higher than 9  Average: A score between 4 and 9, inclusive  Below Average: A score lower than 4</p>			

We've discussed six abilities that enable a person to be resilient in the face of adversity. But resilience is not just about overcoming, steering through, and bouncing back from adversity. Resilience also enables us to enhance the positive aspects of life. Resilience is the source of our ability to reach out, and a surprising number of people feel uncomfortable with it. Why are some people afraid of reaching out? For some people, it's because they learned early in life that embarrassment was to be avoided at all costs. Better to remain in one's shell, even if it means a life of mediocrity than to expose oneself to public failure and ridicule. For others this reflects the tendency to overestimate the likelihood of future adversity. People often overvalue sins of commission and underplay sins of omission. That is, failure due to an action is falsely considered more detrimental to success than the failure to act.

The reaching out of other people is compromised by their fear of exploring the true limits of their ability. People with this thinking style, known as self-

handicapping, subconsciously place limits on themselves: “If I don’t try and then don’t succeed, I can always tell myself that I failed because I didn’t really try, rather than having to face the fact that I just might not be good enough.” Such people tend to overestimate the probability that failed attempts will lead to catastrophic outcomes. If you want to improve your ability to reach out, then the resiliency skills will surely help. We’ll show you how to use Detecting Icebergs to uncover the deep beliefs that may be holding you back from intimacy and from taking on new challenges. We’ll show you how to use Challenging Beliefs to test out your assumptions, and we’ll guide you to use Putting It in Perspective to curb your fears about reaching out. We’ll introduce you to Real-time Resilience so that you can fight back against your non-resilient beliefs as they occur.

**Key Skills:**

Detecting Icebergs  
Challenging Beliefs  
Putting It in Perspective