WHILE LISTENING – EMOTIONAL INTELLIGENCE - ANSWER KEY (15 points)

1. Emotional intelligence is a kind of intelligence that involves the ability to Either **ONE** of the following:
   - **recognize and understand your (own) feelings and emotions**
   - **the feelings and emotions of others / others' / those of others**

Click on the links for video explanations

2. Self-awareness is understanding **what your feeling means / a feeling as it happens.**

3. What does self-motivation require? **emotional self-control**

4. A person who can recognize the value of the **differences in how people feel (about things)** has the ability to empathize.

5. **Two** of the abilities necessary to handle one's relationships with others are **handling interpersonal interaction, / conflict resolution / skill of negotiation.**

6. Intelligence is defined as a set of cognitive abilities that help us to acquire knowledge, **to learn and to solve problems** .

7. What are **two** explanations that show the advantages of developing one's emotional IQ?
   - **solve problems & live a more effective life**
   - **emotional intelligence without intelligence, or intelligence without emotional intelligence, will not be a healthy way of living**
   - **a better predictor of future success than traditional methods (like the GPA, IQ, and standardized test scores, like the TOEFL or the SAT)**
   - **helps us build healthy relationships**
   - **increases productivity in the work place / employees work together better**
   - **for academic success / Children who know how to motivate themselves and who can handle stress and conflict usually perform better academically.**

8. Read the following statement and decide whether it is **True** or **False**.
   Emotional intelligence is an inborn capacity which cannot be learned or taught.

9. The **two** components of the 'Know Yourself' step of the training model are **self-honesty** and **independence**

10. What is the aim of the 'Choose Yourself' step of the training model? **build self-management skills**

11. How was "delayed gratification" defined by the speaker?
    ability to wait for things / taking the right action even though there may not be immediate reward

12. Daniel Goleman's study on a group of four-year-olds show that those who develop delayed gratification will **be more successful in life**

13. What is the 'Give Yourself' step based on? **a commitment to the larger world / working for the greater good of the community / trying to improve the community one is living in**

14. Which test gives information about how other people perceive us? **360-degree (assessment)**

LISTENING SECTION (WHILE LISTENING) - EMOTIONAL INTELLIGENCE - TAPESCRIPT

Gizem: Good afternoon Dr. Mayer
Dr. Hi Gizem, come on in. Have a seat – how are you doing?
Gizem: OK, thanks – I'll be much better once the finals are over.
Dr: Of course, but only a few more days to go – and, you seem to be doing quite well.
Gizem: Yes, not so bad. It's just that I have not been able to spare enough time on this presentation with all the other work I have to do, so thanks so much for helping me out with it.
Dr: No problem. So, you are going to present on the importance of emotional intelligence, right?
Gizem: That's right. Now, I started my research, read some articles and first, I looked up the definition. My dictionary defined emotional intelligence, erm, let me find it in my notes, yes, as a type of social intelligence which involves the ability to recognize and understand your own feelings and emotions, and the feelings and emotions of others. And, according to the some of the papers I read, recognizing and understanding your own feelings and the feelings of others ultimately leads to the ability to use that information to guide your own thinking and your actions. Is this a good enough way of describing what it is?
Dr: Yes, actually that was very accurate. I would define it similarly. Like you said, being emotionally intelligent means you have the ability to understand the way people feel and you use this skill to make good judgments and to avoid or solve problems when you react to other people. This may seem like an easy enough definition, but, in fact, what emotional intelligence involves can be complicated. What do you think?
Gizem Yes, I think it is easier to define what it is than to understand what it really involves. I noted some points here which I would like to get your opinion on, I mean, what is involved in recognizing and understanding our feelings and emotions? Let me see (paper shuffle), yes, here it is: one paper I read categorized emotional intelligence into five main domains. These were: self-awareness, managing emotions, motivating oneself, empathy, and handling relationships. I was wondering whether you could explain what these mean in terms of emotional intelligence.
Dr: Yes, that is how we generally categorize it: You mentioned self-awareness first so I'll start with that one. Erm, self-awareness means being able to understand what your feeling means – that is observing yourself and recognizing a feeling as it happens. Then, comes the step of managing your emotions. This involves realizing what is behind a feeling or feelings and finding ways to handle those feelings, such as fears and anxieties, or anger or sadness. The other one is self-motivation, in other words, motivating oneself. Motivating oneself necessitates emotional self-control and emotional self-control means channeling your emotions in the service of a goal. Then, there is empathy. Do you remember the meaning of empathy from class?
Gizem: Yes, erm, it means being sensitive to other peoples' feelings and concerns, right?
Dr: Yes, in other words, it is to emotionally put yourself in the place of another person. Now, the ability to empathize requires appreciating the differences in how people feel about things. So, you can only be said to have empathy if you are able to recognize those differences between people's feelings. Empathy is a particularly important aspect of emotional intelligence, and researchers have known for years that it contributes to occupational success. Rosenthal and his colleagues at Harvard discovered over two decades ago that people who were best at identifying others' emotions were more successful in their work as well as in their social lives. Have you read that paper, it was in the reading list?
Gizem: No, I'm afraid I haven't – but I think I should read it tonight.
Dr: Yes, that might be helpful.
Gizem: What about handling relationships?
Dr. Oh yes, erm, I suppose that is pretty explicit in the name. Here we learn to manage emotions in others. This requires social competence and social skills; I am talking about skills such as handling interpersonal interaction, or you would have to develop the skill of conflict resolution, which we briefly talked about last week and it would also mean developing the skill of negotiation. Gizem, let's stop here for a second: have you been able to note all of this down?
Gizem Yes, I have Dr. Mayer.
Dr: OK, good, then let me ask you a question. There are two different components that make up emotional intelligence: emotion and intelligence. What is the difference? Have you looked into that?
Gizem: Well, I looked at the dictionary definition, again, to understand the difference. The dictionary definition of the term emotion is "an affective state of consciousness in which joy, sorrow, fear, hate, or the like, is experienced, as distinguished from cognitive and motivational states of mind". Intelligence, on the other hand, was defined as "a set of cognitive abilities which allow us to acquire knowledge, to learn and to solve problems". The two definitions are obviously different from each other. And obviously a person needs both of these, right?
Dr: Yes, of course. The term "emotional intelligence" combines intelligence and emotion, and it is the ability to use our emotions to help us solve problems and live a more effective life. This is why trying to improve one's EQ is extremely important: emotional intelligence without intelligence, or intelligence without emotional intelligence, will not be a healthy way of living. It is a bit like the head working together with the heart. Also, several studies show that emotional intelligence has proven a better predictor of future success than traditional methods like the GPA, IQ, and standardized test scores, like the TOEFL or the SAT.
Gizem: Dr Mayer, I also read that possessing improved emotional intelligence helps us build healthy relationships. And, improved emotional intelligence increases productivity in the work place, too, because employees work together better due to better communication. This is why many businesses are now training their employees on ways to improve their EQ.

Dr. Yes, those are very true Gizem. There is also increasing evidence that emotional competence is important for academic success. Children who know how to motivate themselves and who can handle stress and conflict usually perform better academically.
Gizem: Then, I guess one more question Dr. Mayer: can emotional intelligence be learned or taught? Or does one get it from birth?
Dr: Well, Emotional intelligence is an innate potential. Everyone is born with a certain potential for emotional sensitivity, emotional memory, emotional processing and emotional learning ability. However, only part of this capacity is innate, while the other part is what we learn from experience in life. This latter part – that is life experience - may be improved through effort, practice and experience. Through practice and experience we can learn new emotional strategies, abilities and skills. Emotional skills can be improved by teaching people emotion words for example, or by teaching what causes emotions or how to identify emotions accurately. We can also teach people what different feelings might mean and how these feelings relate to themselves and to others.
Gizem: That is really interesting. So, I should definitely include this in my presentation. But if I do, the audience will probably ask me whether there are any training programs to enhance emotional intelligence. And I remember reading about a three step model called, what was it, erm, "Know Yourself, Choose Yourself and Give Yourself". I think this model aims to turn emotional intelligence theory into practice in personal and professional life. As far as I could understand, the first step, 'Know Yourself', aims to increase self-awareness. It is based on understanding how you function as an individual and I think there are two components to the know yourself step. These are: self-honesty and independence. Self-honesty is the acceptance of your own qualities and faults, your own experiences and emotions and your own power. And independence is the recognition of your own rights and responsibilities as a free person. But, I am afraid I did not understand the other 2 steps very well. Can you please give me more detail about those?
Dr: OK, I understand, those are a bit more complicated. The second step, which is the 'Choose Yourself' step of the training program, aims to build self-management skills, basically, how do you manage your own emotions and impulses. It focuses on consciously choosing your thoughts, feelings, and actions. This step has two important components. These are: Delayed Gratification, and Accountability. Delayed gratification sounds like a complicated name but in fact has a very simple explanation: it is the ability of a person to wait for things they want. This trait is critical for life success because it means taking the right action even though there may not be immediate reward. There is a very interesting study on it carried out in the 1960s by the famous American psychologist Daniel Goleman. Have you read it?
Gizem: Is that the one carried out on a group of four-year olds?
Dr: Yes. That's it. Do you remember the details?
Gizem: A little bit. I think Goleman took a group of four-year-olds and gave them a piece of candy. He then promised another candy, if they could wait 20 minutes before eating the first one. In the end, they saw that some children could wait and others could not. That's all I remember.
Dr: Well, then the experimenters followed the progress of each child into adulthood, and found that that those with the ability to wait were more successful later in life than those who couldn't. So, people who possess the ability to delay gratification, the ability to wait for things they want, will be more successful in life than those who expect an immediate reward.
If you remember, there was a second step under "Choose Yourself": accountability. That comes together with delayed gratification and is just as important. It means to hold yourself to high standards and to do what is right, even when it seems hopeless. So, being accountable is having high standards, being completely responsible for what you do and do the right thing. OK?
Gizem: Yes, I understand it much better now. What about the last step: 'Give Yourself'?
Dr: Again, it is sort of explicit in the name: Give Yourself. It is the aspect of emotional intelligence which concerns a commitment to the larger world, that is working for the greater good of the community, trying to improve the community one is living in. – like recognizing interdependence and committing to noble goals (e.g., service learning). Give Yourself step can be achieved through using empathy and principled decision-making to increase wisdom and to create a healthy world. OK, Gizem?
Gizem: Yes, thank you very much Dr. Mayer. Only one last thing. I would also like to talk about ways of measuring EQ. What do you think?
Dr: What have you got on it?
Gizem: Well, I read about there are three general ways to measure EQ. These are; Self-Report Tests, 360-Degree Assessment and Ability Tests. Let me see, yes, Self-report is the most common way to measure personality traits such as warmth, empathy, anxiety and so on. A self-report test of skills provides information about how a person sees himself. The 360-degree assessment, on the other hand, is asking other people what they think of you. So, observers are given a form to complete about you, and they rate your social and management skills by using a response scale. The results of the 360-degree assessment provide interesting information about how other people perceive you. And the last reliable measure of EQ is using ability tests. I think, in ability tests you are asked to rate how you would feel, that is, what your emotion would be in a given situation by using a scale. Would this be enough?
Dr: Yes, that would be enough; you shouldn't get too technical about ways of measuring EQ because that is a highly specific area. Good job Gizem, good research – you seem to have comprehended what you need to talk about.
Gizem: Thanks very much for your help Dr. Mayer – this has been very helpful to me.

PART TWO – LECTURE AND NOTE-TAKING – PAIN – ANSWER KEY

Click on the links for video explanations

1. According to the lecturer, when does a person generally experience pain?

   As the result of injury or illness.

2. How do the pain signals serve a protective function?
   the pain we feel triggers the body's natural healing process

3. What are the distinguishing features of chronic pain?

   - **the pain has to persist for a long time / if it lasts for more than six months**
   - **hard to relieve or manage / regular painkillers do no relieve it**

4. What is **one** way in which chronic pain would have a profound effect on the sufferers and their families?

   - **prevent patients from living productive and rewarding lives**
   - **can lead to an enormous amount of stress / will lead to emotional, economic, & social stress.**

5. **Two** of the tasks under the control of our central nervous system are **thought processes / movement / sensations.**

6. **One** cause of psychogenic pain is **emotional / mental health issue**; and research results have shown that psychogenic pain can result in **addiction to pain killers**.

7. What is the significance of "vital signs" for doctors?
   clues for doctors to diagnose and treat illness / provide doctors with a simple, baseline guide to determine whether a patient is ill or healthy

8. According to the 2003 study carried out in the US, what are **two** of the areas where pain creates a negative outcome?
   work life / personal lives as well / psychological effects

9. How will the painkiller produced from the venom of the *Conus Magus* alleviate pain?

   block pain signals in the human spinal cord / conus magus contains a chemical compound that blocks nerve cells from sending pain signals to the brain

10. Look at the stages of how pain is experienced and put them in correct order. An example has been done for you.

a) Calcium gates are closed.	1
b) Jonathan experiences the pain of the burn in his finger.	8

c) Pain signal passes on to the next nerve cell.	5
d) Calcium gates open.	3
e) Pain signal reaches the brain.	6
f) Jonathan burns his finger.	2
g) Calcium enters the metabolism.	4
h) Pain signal is received.	7

11. **Two** of the specific types of pain that the new painkiller will be able to help with are pain resulting from **failed back surgery / cancer / HIV - AIDS**

LISTENING TWO – PAIN - TAPESCRIPT

Good morning everyone. In today's lecture, we'll continue to talk about the connection between human health and the environment. Those of you who missed the previous lecture last week can have a look at my website and obtain the power point slides from there. I recommend you go through those slides and come see me in my office hours if there is anything you don't understand.

So, like I said, today I'll talk about one of the major health problems that is experienced by millions of people around the world every day: namely – pain; why pain happens and how it can be avoided or relieved. Then, I'd like to talk about what we call the 'pain market' and how scientists have been making use of natural resources to relieve pain. Finally, I'll mention a very recent and interesting discovery in the field of medicine to alleviate pain.
First, let us begin by talking about what by pain; one of the major health problems that millions of people suffer from every single day, to a small or great extent. And let us try to understand what severe chronic pain is. Generally speaking, pain can be defined as the body's normal response to injury or illness; it is a feeling of physical suffering caused by injury or illness. When you have an injury or illness, certain nerves send pain signals to your brain and these pain signals travel from the source of pain through the spine, to the brain. In fact, this has a very important function for our metabolism. When these pain signals travel from the source of pain to the brain, they serve a protective function – that is, the pain we feel triggers the body's natural healing process. So, as soon as the brain receives the pain signal, the natural healing process starts and as the injury heals or the illness gets better, and the pain we feel usually eases.
So far, I have explained pain in more general terms. What we call chronic pain is different. With chronic pain, the pain signals continue for weeks, months, or even years. Chronic pain usually develops after a major injury or illness, such as a severe back injury or cancer, or sometimes chronic pain can develop without a known cause. (It is also possible that after a major injury or illness, certain brain chemicals that usually suppress pain may not work properly). Therefore, in order for doctors to label a specific type of pain as 'chronic' pain, there need to be 2 defining characteristics: the pain has to persist for a long time, that is a pain can be classified as chronic if it lasts for more than six months and secondly, it has to be the type of pain that is hard to relieve or manage, that is regular painkillers do no relieve this type of chronic pain that we are talking about.
Because of these two distinct characteristics, the impact of severe chronic pain is profound both for patients and their families; and, again, there are two main reasons for this: one, because pain of this kind would prevent patients from living productive and rewarding lives – it cannot be easy to endure any pain that lasts as long as chronic pain does. And, two, chronic pain can lead to an enormous amount of stress and I am talking about many different types of stress, chronic pain will lead to emotional, economic, and social stress.

This is especially true when chronic pain is not treated adequately. That is why it is critical to make sure you have the right treatment for your specific pain. One of the most frustrating aspects of chronic pain which I breifly mentioned earlier is that the stimulus may be unknown. For example, in as many as 85% of individuals suffering lower back pain, the stimulus cannot be identified.
It is also critical to know that not all pain is the same. Knowing which type of pain you are experiencing is important because not all therapies work well for all types of pain. Today, I'd like to focus on three main types of pain:

1. Neurogenic pain. This type of pain occurs when the peripheral nerves or central nervous system are somehow damaged. Please look at Figure One on your note-taking sheet, which is the picture of peripheral and central nervous system and let's clarify what we mean by these. The nervous system is divided into two parts, the central nervous system and the peripheral nervous system. The peripheral nervous system includes the nerves leading from the brain and spinal cord to the rest of the body. A peripheral nerve may be made up of cells carrying information from the brain to the body (which we call motor messages) or a peripheral nerve may also be made up of cells carrying information from the body to the brain (which we call sensory messages). The central nervous system, on the other hand, is made up of the brain and the spinal cord. The central nervous system serves a number of functions: first of all, it controls thought processes; secondly, it guides movement, and finally the central nervous system also registers sensations throughout the body.
   So, like I said, neurogenic pain occurs when the peripheral nerves or central nervous system are somehow damaged. And, in the case of neurogenic pain, it is the nerves themselves that cause the pain, and unfortunately, because of this reason, this kind of pain may not respond well to treatment.
2. The second type of pain I'd like to mention is psychogenic pain. This is the pain that may be caused by an emotional or mental health issue. So, psychogenic pain is not caused by a disease, injury, or damage to the nervous system. Also, psychogenic pain is not as common as neurogenic pain, and generally results from stress, depression, and other mental health factors. Research on psychogenic pain has shown two interesting results: that this type of pain is usually experienced by females and secondly, that pscychogenic pain, unfortunately, may lead to an addiction to pain killers.
3. And the third type of pain is what we call unidentifiable pain. As the name suggests, in the case of unidentifiable pain, it may be impossible to find or identify the cause of your pain. Tests may not reveal any injury, illness, or tissue change that could have triggered the pain.

You may have also heard that pain is sometimes referred to as "the 5th vital sign". What is meant pain as the 5th vital sign? Well, for many centuries, certain symptoms that your body gives have been defined as the basic "vital signs" that indicate good health. There used to be 4 of these vital signs until recently: these were blood pressure,

your pulse, your respiration and your temperature. These vital signs are important clues for doctors to diagnose and treat illness and they also provide doctors with a simple, baseline guide to determine whether a patient is ill or healthy. It is now recognized that pain is also a sign of illness, i.e. the fifth vital sign. Pain can provide a useful tool for doctors to measure and monitor a patient's state of health, illness, and well-being.
However, despite all the medical advances that have been made in many different areas of medical treatment, pain is one health area where advances are still very limited. Pain and the treatment of pain bring about enormous burdens on healthcare systems around the world. Also, do remember that pain-related absence from work results in days off work and loss in productivity. As you can see, pain and its outcomes can be very unpleasant for sufferers, for healthcare systems and for the economy as a whole. Also, considering that this is a major health problem, it is no wonder that what we call the 'pain market' keeps growing steadily. Let me give you some figures from the world and the United States to show you the scope of this market:
It is estimated that over 85 million people around the world, including men women and children, suffer daily from chronic pain. In the U.S. alone, this figure is around 50 million chronic pain-sufferers a day. Now, these figures may not mean too much but we need to consider the consequences to economy as many people feel unable to work as a result of the pain they experience. So, one major area where the negative effects of pain can be observed very clearly is work. You see, research carried out in the US in the year 2003 shows that of the 50 million American chronic pain-sufferers, 51% say the pain they feel affects their employment adversely. And the reason for this is simple: because pain leads to decreased productivity. Again, the same research shows that chronic pain not only affects their work life but adversely affects their personal lives as well. And lastly, they complain about psychological effects of pain – effects such as pain causing irritable behavior, stress and a decrease in desires and motivation. As a result of all of these uncomfortable symptoms, chronic pain-sufferers end up not being able to work to their full potential and this is a huge burden to economy.

As a result of this constant need for pain relief, new treatments are desperately needed. Medical researchers all over the world are trying to come up with drugs that can help the chronic pain sufferers and earn the drug companies more profit in the market. However, although many well-established medical companies are throwing masses of money at research, they are just not getting the returns. That's why they are looking at different options. In their quest for cures, researchers have turned to nature – they are trekking through forests and diving deep into oceans to collect what they can find in the nature which they can then turn into an effective drug for pain relief.
One such research has recently been concluded and a group of scientists have been able to come up with a completely new form of pain reliever, based on what they found in nature.

OK, now, please have a look at this picture of a sea snail – its Latin name is *Conus magus*. This sea snail may be small but it's deadly poisonous. One dose of its venom can paralyze the passing fish and don't be fooled by its small size either because these snails can eat fish their own size. It lives in the South Pacific, and, like I said, it paralyzes its victims with its venom after capturing them.
Researchers have found that the venom of Conus Magus, was not only good at killing fish, but it could also block pain signals in the human spinal cord - yes, the venom of the conus magus contains a chemical compound that blocks nerve cells from sending pain signals to the brain. As a result, a new drug called, was developed which is 1,000 times more powerful than morphine, and it is at the moment the most effective analgesic now available to medicine. So, the idea for this drug was not born in a laboratory. It was inspired by nature, by the hunting ability of the tiny but deadly snails that live in the tropical waters of the Pacific.
Now, before we finish, a bit of info on how this new painkiller alleviates pain in a different manner that other painkillers: When the scientists who were working on the Conus Magus broke its venom into small parts called peptides, they discovered that one of the peptides stopped some nerve cells from sending pain signals to the brain. You may or may not know what a peptide is: a peptide is a string of amino acids, which are the naturally occurring building blocks of protein. Once scientists understood how this particular peptide blocked pain, they set to work on developing its synthetic equivalent and came up with a totally new painkiller. This painkiller works differently than other pain medications - in other words, it works by a unique mode of action.
OK, let's see how a person experiences pain, step by step. As I said at the beginning of the lecture, pain signals travel from nerve cell to nerve cell.

- The nerve cells experience the pain. Here, I am talking about pain-sensing nerve cells - the cells that are responsible for transmitting pain signals to the brain. These cells have many openings which are known as calcium channels. These calcium channels are normally closed by gates.
- When an injury occurs (such as a burn) and a pain signal is received, these calcium gates open, and by opening they allow calcium to enter.
- When calcium enters the channel, the pain signal is passed to the next nerve cell, and this continues like this until the pain signal reaches the brain.

Are we OK so far? Right, now, this new drug blocks pain signals because it acts as calcium channel blocker. What I mean by calcium channel blocker is the new drug blocks the channels on pain-sensing nerve cells. Once the channels are blocked, calcium cannot enter and pain signals cannot travel to the brain. So, pain is stopped before it reaches the brain. If you remember, I also said not all pain is the same. And that knowing which type of pain you are experiencing is important because not all therapies work well for all types of pain. OK, this new drug may be right for especially three types of pain. These include: pain associated with failed back surgery, or cancer-related pain or HIV and AIDS-related pain.

Sleep – Skimming

Heading	Paragraph Number
a) The extent of sleep deprivation in everyday life.	15
b) Variations in sleeping habits among people of different cultures.	13
c) Ways that people can cope with disturbances in their sleep routine.	5
d) Different ideas about the purpose of REM sleep in humans.	21
e) Differences in the characteristics of sleep as people grow older.	12
f) How irregular working hours affect sleep patterns.	3
g) A description of brain activity during different periods of NREM sleep.	10
h) The physical and mental impact of missing small amounts of sleep.	16
i) Results of experimental research to determine how the brain regulates sleep.	23

U.S. and Japanese Imperialism

Answer Key

Task 1

1. Write **one** reason why the United States had been opposed to an imperialist strategy
Tradition of non-involvement in other countries' affairs / sympathy for self-determination for colonial peoples

2. How did the Unites States encourage the British to remove its military presence from the Caribbean?
By promising rights to the canal in Central America.

3. What was the aim of the United States in adapting the Roosevelt Corollary?
So that Europe would not intervene in the Caribbean.

4. What was the negative consequence for America of its military domination of the Caribbean?
Hostility towards the US in many Latin Americans

5. Why did the U.S. work with undemocratic governments in Latin American countries?
because the US wanted any government that could provide law and order / economic incentives.

Task 2

1. Why were the United States able to invade the Philippines easily?
The Philippines were weakened by their war with Spain.

2. Why did the European countries not object to the start of trade between China and the United States?
They did not want to make the US an enemy.

3. Why was Japan able to copy the economic and social practices of western countries?
Japanese cultural dynamics allowed them to borrow from other societies.

4. Write **one** strategic advantage that followed Japan to extend its influence into Asia
They had powerful military forces / were close to home / China was impotent

5. What was the effect of the Russia-Japan war on perceptions of Japan round the world?
They gained respect abroad

Task 3

1. Trade
2. Food supplies / food / foodstuffs
3. Naval bases
4. The Panama Canal
5. (Unequal) treaties
6. Eliminate foreigners / westerners / foreign devils