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# The Emotional State Model Whitepaper

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A Descriptive Understanding Of The Value of Emotional  
Wellness in the Workplace poised for Industry 4.0

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# 1. Introduction

The purpose of this white paper is to present Undelusional's beliefs and to propose the model for creating the ideal employee poised for the 4th Industrial Revolution. It is the foundation of which our tests, products and materials will be developed; it also states our fundamental tenets of how we will be organising our business, and also to develop recommendations for other businesses to manage their talents.

We will first be introducing the Fundamental Assumptions which we are working within followed by a brief introduction of the 4th Industrial Revolution; the current era that we are in, what is the economy looking for and what employees are required in this new industry. Thereafter in the Second section, we will bring in our idea of understanding emotional states using the emotional state model and how, managing emotional states leads to emotional wellness of an employee. The Third section will involve an explanation of how we assess an individual's emotional wellness through the Undelusional GREAT Test, which includes an explanation of the subscales used in the measurement. The Fourth section will readdress how an emotionally well employee can lead to role optimisation in their workplace. Lastly, we will discuss our approach on raising emotional wellness before summing up this paper.

## 2. Fundamental Assumptions (2018):

1. We are at the initial phase of the 4th Industrial Revolution (4IR)
2. Role optimisation of employees is needed to extract the greatest value in the 4IR.
3. The greatest value of employees in the 4th Industrial Revolution are from the fundamentals of the personhood of the employee
4. Employees are humans with agency, which decides their personhood<sup>1</sup>
5. Empowerment of the employee's agency and shaping it leads to role optimisation.
6. The empowerment of employees' agency determines their engagement, creative ability, social skills and other traits of the ideal employee
7. Emotional wellness is the fundamental building block of empowerment of the employee's agency.

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<sup>1</sup> Rather than identifying each employee as a replaceable labour, the personhood is defining the employee as a whole rather than only the productive elements of the person.

### 3. Industry 4.0 (a.k.a 4th Industrial Revolution)

The Industry 4.0 is characterised by the amalgamation of physical and advanced digital technologies<sup>2</sup>, which has a part to play in most aspects of life today (Forbes, 2018). This means that certain set of skills, majority of production and manufacturing will eventually be replaced by technologies. The economy will shift into the “Thought Economy”, an economic system in which competitive power is based on thinking: the ability to produce as many powerful concepts as possible (Lindgren, 2012). It will require the people to think critically and analytically to solve problems and, is accelerated by innovation where ideas, concepts and contacts are the equivalents to natural resources, capital and manpower (Lindgren, 2012).

#### **Ideal Employee of the Industry 4.0**

Technology can make up for certain business limitations but “what technology cannot do is to substitute for...productive work attitudes and efforts to maximise the development of human talents and abilities.” (Lim, 2018). Facing these economic changes will require your employees to be ready to take on various challenges. According to Kerpen (2017) who interviewed CEOs from Youth Entrepreneur Council (YEC) and Forbes (Parmelee, 2017), there are several desirable traits that makes an ideal employee in the Industry 4.0. We have looked through and handpicked several traits that we deemed are crucial for an employee to thrive in Industry 4.0:

- **Integrity**

Integrity is defined as a combination of three components, honesty, accountability and ability to deliver - honesty in speaking up about mistakes and responsibilities that one takes, accountability to follow up and owning up on responsibilities, and ability to deliver the needed outcomes at the end of the day. It is outcome-focused - which means that one is willing to take the responsibility of seeing a project, task or work to reach a good outcome.

- **Innovation/Creativity**

Innovation and creativity are effectively different words describing one’s willingness of, and having the experience of, taking calculated risks by taking on new perspectives to improve upon status quo. The willingness to take the risk means that the employee would have the mindset of constantly improving, while the experience of taking risk will inform the person on the likelihood of success with each innovation.

- **Change**

Change is defined as the ability to handle change well. This means that the employee has to be comfortable and can adapt quickly whenever there are changes organisationally or on a personal level. In order to do so, the employee must be willing to take the pain of change and steep learning curves often.

- **Learn**

Learn is defined as the initiative to develop one’s knowledge and skills regarding the work that one is responsible for. This also means learning relevant, albeit different, knowledge and skills get broader perspective on the responsibilities, including interpersonal communication skills, or creativity-based skills.

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<sup>2</sup> Physical and advanced digital technologies such as analytics, artificial intelligence and the internet of things.

- **Self-manageable**

Self-manageable is defined as a person who has the autonomy and initiative to get work done at their own pace with the desired outcomes. The employee is intrinsically motivated and has the required discipline to accomplish tasks without being observed or regularly prompted. The employee also has the resourcefulness to ask the needed questions and get the required resources on one's own.

### **Why are these traits important?**

The traits are seemingly self-explanatory and would have been useful regardless of what era we are in, but rather than being "good to have", these traits will be **needed** in the coming 4th Industrial Revolution. What this means is that any employee without these traits would be obsolete, and that companies need more ideal employees to stay competitive.

When automation and artificial intelligence overtakes the need for manual and repetitive labour, such as administrative work, data entry or book-keeping, the value of employees would depend on their ability to go beyond the automation. This ability is summarised into the term "personhood" in our assumption, which is broken down into the 5 traits above.

A person's ability to learn, be creative and handle change are the fundamental differences that make humans valuable above automation. Meanwhile, integrity and self-manageability are things that ensure that the other three traits are optimised.

### **Role Optimisation**

The traits mentioned for the ideal employee are to attain role optimisation for the company. Role optimisation is defined as the maximisation of value a person can provide the company. A common perception of role optimisation would be that it would require the person to work longer hours, or harder, but a large part of role optimisation is allowing the person to bring one's best value to the work.

The 5 traits of an ideal employee are essential for role optimisation as the employee would know best how to improve of the systems currently in place, and how and where they can add the most value to the business. This is because majority of the labour will be executed through automation, and what would optimise the role are the humanistic skills that come with the employee.

## **4. What is Emotional Wellness**

Undelusalional defines Emotional Wellness as the ability to understand emotions<sup>3</sup> and manage emotional states at will. To facilitate a better understanding of emotional wellness, Undelusalional came up with an Emotional State Model to illustrate Emotional Wellness of a person.

### **Formation of emotional states**

The fundamental source of emotional states are childhood experiences. They are absorbed and interpreted by a child to be utilised later in adulthood. A child would imitate parents, role models and learn new ways of dealing with things through observation to develop the emotional states. They would also experiment to test boundaries and ask questions to clarify these emotional states. If a person does not regularly examine this emotional state wheel, it often stops developing in its complexity past the age of 12 (Bandura,1977).

Where the emotions are considered the expressive state of an individual, the resting emotional state of an individual is where the emotions are regulated. To understand the emotion of an individual, one therefore has to understand the impact emotions have on the individual for it is the emotional state which would define the limits of the expression of an individual's emotion.

In light of the key role of the emotional state of a person within which an individual's emotions are expressed, one therefore must first begin by understanding what the definition of an emotional state is. Since the role of the emotional state is to set the limits of an individual's emotions, one can firstly define the emotional state of an individual in view of the transactional nature of emotions (Campos & Barrett, 1989). The transactional nature of emotions and, by extension, the emotional expression of an individual, is down to how individuals use expressed emotions to identify the socially accepted way of responding to another individual (Campos & Stenberg, 1981). By understanding the transactional nature of emotions, one can therefore consider how emotional regulation – emotional state – is central to how an individual expresses their emotions and, internalizes the boundaries within which their emotions are expressed.

The implications of this is that there are four factors that affect and therefore, form an individual's' emotional state. Firstly, the emotional state of an individual governs the motivational processes of an individual (Campos & Barrett, 1989). Secondly, the emotional state governs the actions taken when the “emotional signals of another guide action and can generate a similar emotional state in the perceiver” (Campos & Stenberg, 1981). Thirdly, “hedonic stimulation” (Izard et al.,1983) can generate affective reactions in an individual in response to the stimuli that they are receiving and in concert with and if, said stimuli will cause a emotional reaction (Campos 7 Barrett, 1989). Finally, ecological factors guide the limits of how an emotion operates (Campos & Sternberg, 1981).

Where one considers the transactional nature of emotions and the four factors that affect the emotional state, one can thus conclude that the emotional state of an individual is not there for the individual to act within but rather, act as limits so that the individual does not act without. Considering the ecological factors, the actions of an individual's emotional state is influenced

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<sup>3</sup> Emotions are physiological reactions and sensorial recollection and predictions from the unconscious mind.

both by external and internal stimuli. However, with the subconscious boundaries of an individual's emotional state, emotions are therefore shaped and processed internally. Even under external stimuli, how the emotional state of an individual operate is still wholly internal.

Looking into how such influences come about, one can conclude the following assumptions of the emotional state on an individual's actions. Firstly, the emotional state of an individual is what influences and defines the action and action tendencies of the individual (Sroufe, 1979). Action and action tendencies are not so much the responses of the individual emotionally to their environment or circumstance but rather, the preparation and the consideration of the possibilities that one can take to respond in the circumstance the individual is in. Environment does not refer to the physical environment of an individual hence one should also consider the emotional responses of individuals along with extraneous circumstances such as the culture the individual was brought up in.

The next assumption is that an individual's emotional state is based upon the interrelationships they are brought up in and how the individual interacts. Inter-relations are not just limited to flesh and blood interactions. An individual can also form personal attachments to objects (Klinert, 1984) such as a cherished teddy bear for a child or a family heirloom for an adult. Where the importance of such physical connections occurs, an individual can form a relationship with such objects as strong as with any other individual. This would then cause an individual to consider the objects as important inter-relationally as they would any individual. This assumption is important on the emotional state of an individual. With the external influences of the inter-relational web of an individual, the individual's emotional state forms the boundaries and signals to the individual where and what they should place their limits for emotional attachment and the corresponding emotions that comes with it.

Taken together, these factors, assumptions and the transactional nature of emotions define the boundaries an individual can develop and express their emotions. As with their emotions, with proper expression and awareness, an individual would be able to start moving the boundaries, expanding or contracting them as they require.

## Causes of an individual's current emotional state

What spins the emotional state wheel is the predicted outcomes of the situations – also known as vision/expectations. If a person has expectations of positive situations, they would often be in happy states, but if the expectations are negative, they would often experience negative states.

Peace is a state that can be achieved after one has gone through enough rounds to create clarity about the value of emotional states and knows how to manage it in situations to create the state of peace on a regular level.

## 5. The Emotional State Model

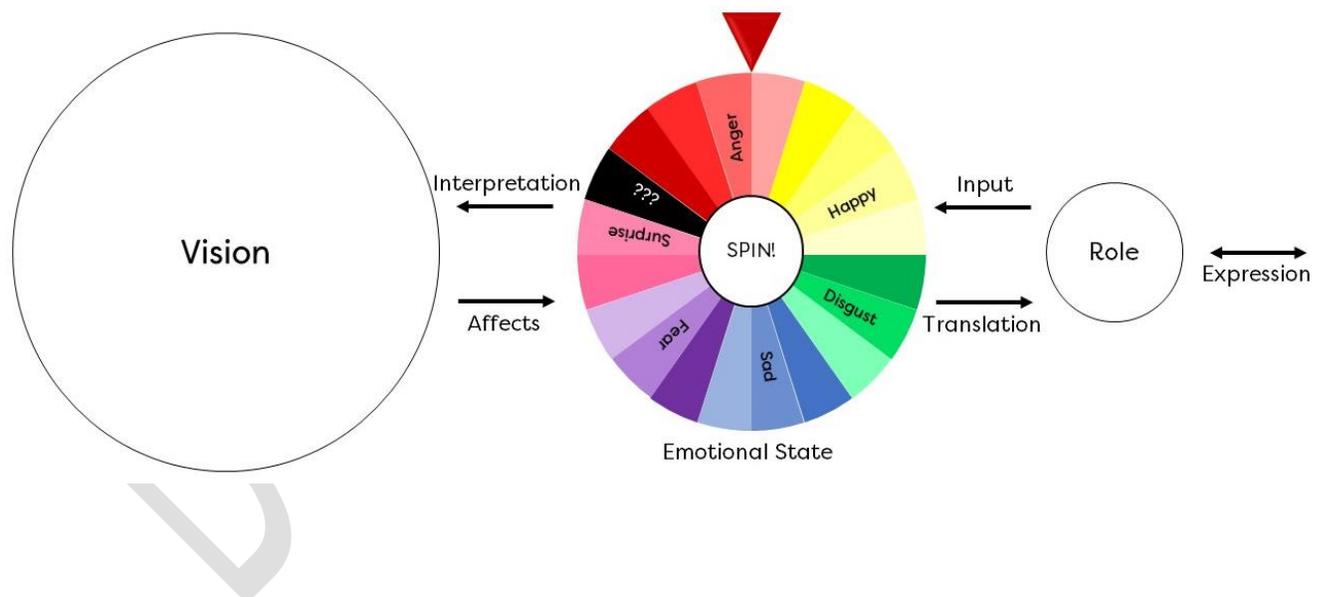
The ancient stoic philosophers believed that emotions are the root of irrationality and should thus be minimised and controlled. Most of us would be hard-pressed to do that, given that the biological, neurological and evolutionary perspectives in psychology have hinted strongly at the inevitability, and to an extent, uncontrollable nature of emotional experience.

Fortunately, a growing body of research in the field of cognitive and social psychology has shown that although emotion has undeniable effects on our cognitive processes, the way we perceive the world, and our behaviour in general, a myriad of different effects, both positive and negative, exist.

It is thus imperative that we have a greater understanding of how emotional experiences work in order for us to harness its benefits, while minimising its detriments. The Emotional State Model aims to shed light on this, by explaining the processes that take place during emotional experiences.

Based on this model, one's current emotional state plays a critical role in determining how one engages with the world – not only does it mediate how one interprets external events, it also mediates one's responses toward these events (Bandura, 1977).

The model is as follows:



## Key Components of The Emotional State Model (ESM)

In order to understand the Emotional State Model, an understanding of its key components and processes is required. There are three main components – Role, the Emotional State Wheel, and Vision, and five processes – Input, Translation, Interpretation, Affects, and Expression.

### 3 Key components

#### Role

Role refers to an individual's current perceived position. It is the externally-facing side of an individual that they portray to others. An individual takes on different roles in different contexts, and each role is associated with different goals and expectations.

For instance, an individual could be a *manager* at the office, and a *father* to his children at home. The same individual, while a *manager* to his subordinates during office hours, could be their *friend* when they head out for drinks together after work.

To an extent, Role determines the kind of information from the environment that one is exposed to. For instance, a *manager* and his subordinate could both be working in the same office, but have very different tasks and experiences on a normal work day.

#### Emotional State Wheel

The Emotional State Wheel represents the range of discrete emotions that an individual experiences. For simplicity, the emotions of anger, disgust, surprise, happiness, sadness, and fear (as well as other unspecified variants) are represented on the wheel, as these are the six "basic" emotions that most researchers in developmental or evolutionary fields of psychology agree upon. Nonetheless, it is likely that individuals experience a far greater variety of emotions which are too diverse to capture on the visual representation of the wheel.

Changes in an individual's emotional state are represented by the wheel spinning. According to the Emotional State Model, an individual is said to be at Peace when they are able to utilise all emotional states in any given situation, allowing them to arrive at more holistic and creative ways of dealing with any given situation. Visually, an individual at Peace would have an Emotional State Wheel that was gradually but constantly spinning.

There is also a black portion which the person is unaware of what emotion(s) he or she is experiencing, and therefore undergo this fight-or-flight state address the incoming issue.

#### Vision

The Vision is a complex component of the Emotional State Model, best characterised as a series of unconscious processes that take place in our minds and bodies in response to environmental input. These processes mostly include the activation of memory traces, which in turn causes a variety of other effects, including the generation of powerful mental imagery, or physiological responses like an increase in heart rate.

For instance, when a dangerous stimulus is picked up from the environment, an individual's Vision may begin the spontaneous recall of several memories of similar danger scenarios experienced in the past, and this can in turn cause the generation of mental images of disastrous consequences to follow, or physiological reactions like an elevated blood pressure, or sense of stomach-churning.

## **5 Processes**

### **Input**

Input refers to the environmental information that is fed into the emotional state wheel for processing. The information is neutral.

### **Interpretation**

Interpretation refers to the processing of the environmental input according to the individual's present emotional state. Each emotional state has a distinct set of rules or assumptions used to interpret information from the environment. For instance, an individual in a state of fear may be more poised to interpret ambiguous environmental information as threatening or dangerous, whereas the same individual in a state of anger may be more poised to interpret the information as offensive or objectionable. Assumptions used to interpret information are further informed by the experiences that one previously had in this emotional state.

After environmental information has been interpreted by an individual's Emotional State, it is no longer neutral. Descriptors and labels such as good, bad, dangerous, safe, positive or negative will be added during the phase of interpretation. This is why emotional state is important – the current emotional state will add its own assessment and meaning to the neutral input. This would then in turn affect the next few phases.

### **Affect**

Affects refers to unconscious processes carried out by the Vision influencing the individual's current emotional state. This could be in the form of changing, or solidifying the current emotional state.

If the vision is different, for example from happy to anger, judging by how much proportion the emotional state is on the wheel, it will start spinning. If the current state has less weightage, it'll be easy to switch out to a heavier state in line with the vision.

### **Translation**

Translation is the process of converting the images, memories and physiological effects generated by the vision into an action plan in response to the situation. This process is also influenced by the individual's current emotional state.

In its most intuitive form, one way in which translation could take place is when an individual's Vision generates vivid mental imagery of the likely outcomes of a particular situation, resulting in a planned response that either prevents or encourages that outcome.

Like the process of interpretation, each emotional state supposedly has a set of distinct rules or assumptions for translation.

The vision will inform the emotional state wheel the predicted outcome, where the emotional state will plan the appropriate response to react and express towards the situation. Translation is the process of planning a response for the role to take depending on the emotional state of the person. Each emotional state would have had a set of planned responses based on history and experience to deal with the situation. A change in emotional state will also change a person's translation and therefore expression.

## **Expression**

Expression is the action phase of the model, when the individual actually carries out the action plan formulated during Translation. It can come in many forms, including escape behaviours, facial expressions, speech, or fighting, etc.

## How Emotional Experiences Occur

In sum, putting together the different components and processes of the Emotional State Model, an emotional experience can be described as follows:

1. To begin with, an individual assumes a particular Role depending on the context, and also always has an existing Emotional State.
2. Role filters the environmental information as Input;
3. That is in turn Interpreted according to several rules based on the individual's current Emotional State.
4. The Interpretation triggers a series of unconscious processes in the Vision, ranging from activation of memory traces, generation of mental imagery and physiological reactions.
5. These unconscious processes in turn may Affect the individual's existing Emotional State;
6. And will be Translated into an appropriate action plan;
7. Which will be carried out during Expression.

The entire process can be more clearly illustrated in the following example: An individual who is a manager (Role) at work could come into the office feeling angry (Emotional State) because of some marital conflict with his spouse at home. Hoping to be helpful, one of his subordinates inform him of an error in his paperwork (Input). Being in an angry state, the manager may see this as a challenge to his authority (Interpretation), resulting in the unconscious activation of many past memories of insubordination by his staff (Vision). This makes him even angrier than before (Affects), which pushes him to confront his subordinate instead of admitting his mistake and thanking him for his due diligence (Translation). The manager might admonish his staff in front of the entire office, telling him to know his place (Expression).

The above example clearly illustrates how the different components and processes of the Emotional State Model come together to constitute an emotional experience.

## **Summary of the Emotional State Model**

In sum, according to the Emotional State Model, an individual's emotional state plays a critical role in the processing of any environmental information, although different types of information may be influenced to different extents.

Each type of emotional state would also have its characteristic ways of interpreting input, and translating processes put in place by the Vision into an action plan.

By and large, the complete processing of environmental information through the Emotional State Model is presumed to be rapid and completed in a matter of seconds, allowing an individual to respond to any given situation in very quickly and without having to go through deliberate thought processes.

### **Function of emotional state**

Emotional state is the functional intermediary where the input is interpreted and predicted outcomes are used to plan appropriate response. Some experiences have a larger emotional impact than others, or will be more strongly influenced by the emotions.

Each emotional state has its characteristic way of interpreting the input, to label it such that the vision can understand. Meanwhile, it also has its characteristic way to translate the predicted outcomes into planned responses.

Each emotional state comes with its rules and are used to immediately interpret information and respond to situations without having to go through deliberate thought processes. It is our fastest pathway in reacting to a situation.

### **Effects of emotional state on emotions**

Studies have shown that the particular emotional state that one is in biases one's attention towards stimuli in one's environment consistent with that emotional state (Roskos-Ewoldsen & Fazio, 1992). This in turn serves to affirm judgements consistent with that particular emotional state. For example, a person who is feeling dejected (i.e., the emotional state of sadness) would be more inclined than one who is joyful to have his/her attention drawn towards, and/or linger on, say, a grumpy-looking person in his/her environment. This may, in turn, trigger thoughts in the individual such as "See, even this stranger doesn't like me. I am such a failed person", thus perpetuating the individual's initial sad state even further.

While negative emotional states have been shown to narrow the scope of people's attention and thinking (Schmitz, De Rosa & Anderson, 2009) positive emotions have been conversely found to (broaden individuals' thought-action repertoires, enabling them to draw flexibly on higher-level connections and wider-than-usual ranges of percepts, ideas, and action urges; broadened cognition in turn creates behavioral flexibility that over time builds personal resources, such as mindfulness, resilience, social closeness, and even physical health (Cohn et al., 2008; Waugh & Fredrickson, 2006).

## **Effects of emotional state on individuals**

Each emotional state has its set of rules, which means that the variety of effects depends on the variety of rules between each emotional state. Most of the time the wheel contains many possible rules for interpretation and planned responses, and each emotional state contains mutually exclusive rules from other states.

For majority of people, their emotional states are discrete, and therefore the rules do not apply across emotional states. This predicts that their emotional state changes their interpretation and response to the same situation drastically. This is because most people would function with only a single emotional state at one time.

The aim of Undelusional is to evolve the emotional state wheel such that there is little/no separation between the emotional states, and the person can utilise other emotional state's rules to deal with the same situation at one time. What you would end up with is a graduated colour wheel that regularly spins to represent a peaceful emotional state. More on the emotional states in the later part of this article.

## **Comparison to other models used to evaluate employees.**

MBTI has been popular amongst various training institute. However, MBTI measures the tendencies of a person. However, these tendencies, and therefore results, change within a few weeks (Gardner & Martinko, 1996). Research has also shown that one can both be a thinker and a feeler (Lippa, 1998) and that thoughtful people also spend time feeling emotions (Baer, 2014). Hence for tests like MBTI, thinker and feeler may not necessarily be mutually exclusive. In addition, the results correlating MBTI Typing and Managerial Effectiveness were poor (Gardner & Martinko, 1996).

One then may argue the coupled use of other tests like StrengthsFinder. StrengthsFinder assess talents and skills; it is more applied in the workplaces (Niemiec ,2013). It only measures strengths during task performances but neglected day-in day-out moments and interactions. More importantly, StrengthsFinder do not have a peer-review (Niemiec ,2013). This indicates the lack of rigor.

What Undelusional has done is to incorporate self-assessment and peer-reviewed tests that helps the individuals to identify their current resting emotional states and how they behave in situations. These tests are backed by research and statistical analysis to ensure the validity. This paper will only discuss the Undelusional GREAT Discovery Test.

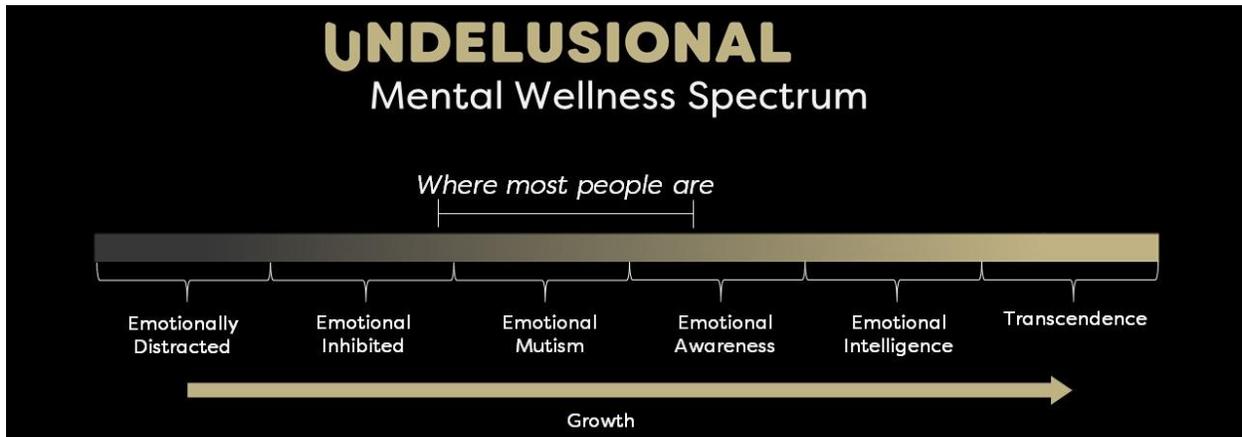
## **6. Undelusional GREAT Discovery Test**

The Undelusional Generalized Resting Emotional Awareness Test (GREAT) serves to evaluate the current emotional state of a person under a resting, safe, trigger-free condition. It measures how well a person is emotionally, based on eight different measurement subscales we have come up with. The eight subscales are: 1) Emotional Expression, 2) Reflective Analysis, 3) Reflective Identification, 4) Situational Emotional Awareness, 5) Self-Control, 6) Self-Empathy, 7) Emotional Feedback and 8) Mood Management. Based on the scoring of each subscale, the total score will determine the emotional wellness of a person and place them on our Emotional Wellness Spectrum.

## 7. What is Emotional Wellness Spectrum

Emotional Spectrum is the scale that describes the different levels of emotional wellness in people - from emotionally distracted to transcendent. It is used to clarify people's level of awareness of one's own emotions and their ability to manage and affect these emotions.

### Visual Representation Of The Emotional Spectrum (ES)



### Descriptive Explanation Of The Emotional Spectrum (ES)

#### Emotionally Distracted (ED)

Emotionally Distracted refers to one's emotions often not in control and would distract one from being able to deal with reality.

One's internal reality is filled with intense emotions. One might experience bursts of intense emotions, thoughts or ideas that others might be surprised and even confused about. Sometimes, one can be so distracted by their emotions that everyone else seems to have a different experience from what one is experiencing.

Since an emotionally distracted person has little control over their emotions, slight triggers might cause one to lash out easily, even though unintentional. Despite reflecting afterwards, one often wonders how and why it happened.

An emotionally distracted person tends to have two different approaches in handling their relationship with others. One, to avoid offending others, they could become withdrawn and become extremely self-conscious. The other way is to attempt overcoming it by acting normal, but every interaction with other people takes a lot of their energy.

Both scenarios cause them to bottle up their feelings which can be triggered off by bad moments. As a result, their frustrations are often unleashed in a destructive manner.

Their relationships, therefore, are often tumultuous and unpredictable. It is often tiring to upkeep and try to save relationships when these emotional outbursts create more problems.

## **Emotionally Inhibited (EI)**

Emotionally Inhibited person regularly have moments of experiencing intense emotions that overtake them for lengths of time. These moments are often deemed as “not themselves” or uncontrollable, causing them to react to certain issues in a larger-than-expected manner. There is often a large difference between those emotional outbursts and their usual personality.

Generally, one tends to dwell in negative emotional states when alone and can be described as cynical and moody. Strong emotions are often experienced as they become highly self-conscious and withdrawn, constantly using statements that depict a picture that they hate other human beings.

Most commonly, the extreme emotions that an EI experience are towards fear, anxiety and guilt. Often, when under stress, they tend to exaggerate normal situations and may have difficulty in facing them head-on.

EI are also constantly sourcing for activities that give them some form of mental stimulation and instant gratification, becoming overly reliant on these stimuli. This includes meeting new people and taking on new project. The urge to participate in certain activities can be difficult to control, leading to breakdown of ability to sustain longer, healthy relationships.

In various aspects of their life, these emotions may spill over, whether it is work, family or even with friends, making it difficult to build long-lasting relationships.

Being EI manifests itself in two ways. Firstly, one may appear calm and melancholic, and yet show an absence of positive emotions. Secondly, when signs of extraversion are displayed, Inhibited individuals often show extreme signs of negative and positive emotions, commonly described as a “roller coaster ride” of emotions.

To better gain emotional stability, it will be important for them to identify what all these emotions are, and what they mean. The meaning of the emotions might be that an EI view the word “fat” or “ugly” as something that threatens their ability to survive in society. Understanding this helps one gain clarity over one’s emotions.

It would also be important for an EI to solve the incorrect labelling of emotions. Though one thinks they are aware at times, these emotional states often revolve around just two to three emotions. This belief is dangerous because assuming that one is in touch of your emotions does not necessarily lead to you valuing your emotions.

## **Emotionally Muted (EM)**

Emotionally Muted person have a high tendency to suppress emotions and thus may not be mentally self-aware. In fact, one might take pride in their ability to push past emotions to get things done.

An EM’s daily life experiences are negotiated through constant emphasis on rationality over emotions. Being Emotionally Mute, they tend to demonise emotions. Therefore, one may be incorrectly perceiving themselves as being in touch with emotions. Little emphasis is placed on how emotions affect them and their outward expressions towards others.

EM struggle at times to express emotions and can frequently feel overwhelmed. Though they aren't considered emotionally dead, it does mean that they do not take much credence in the significance of emotional attachments.

EM don't really spend time reflecting on their emotions and therefore are easily swayed by the strongest emotion that is present at any one time. Especially when under stress, one has trouble separating their at-work expressions from other facets of their life. This is due to having one strong emotion overriding the thoughts thereby subtly affecting how one may act. This influence may be overt or covert and an EM struggle to identify the effects when they occur.

Being emotionally attached without knowing it, an EM therefore tend to be biased without knowing their biases. In their relationships with others, one tends to be dissatisfied with people, not knowing why. It is difficult to find comfort even with the people they have known for a long-time.

Therefore, due to the effect of anonymity, it is easier to communicate with people who are not involved with their life or are new. This is because sharing with the person their thoughts would rarely affect other areas of their life to allow them to be thoroughly honest.

### **Emotionally Aware (EA)**

An emotionally aware individual is able to identify with their emotions and recognise the implications of them. However, at times, one may fail to recognise how their emotions can affect their expression towards others especially in higher stress situations.

Generally, though, in lower stress situations, one is able to allow their analytical side to take control, making them an individual who is relatively perceptive and stable emotionally. However, in higher stress situations an EA may have difficulty managing these emotions.

The problem with awareness is that these problems appear more vivid but don't know how to solve them. As an aware person their emotions might differ a lot between work and life, this often results in more pain and resistance to deal with work.

An EA's management of emotions often entails leaving the situation and then reflecting upon it before returning to the involved parties to resolve the situation. One will realise that sometimes this is not the most effective way of addressing issues.

This awareness has helped an EA in their ability to understand people and empathise even if it might not directly lead to a solution. This equips them with the ability to build longer-term and more solid relationships. However, sometimes it is more difficult as the people closest to them are the people that are difficult to manage.

### **Emotionally Intelligent (EI)**

As an emotionally intelligent person, one is able to identify with your emotions and recognise the implications of them. In most situations, they are able to understand, identify and recognise the effects of their emotional state on their personal and professional lives.

At times, especially when under heavy stress, an EI still have some trouble separating their at-work expressions from other facets of their life. This is due to having one strong emotion

overriding their thoughts thereby subtly affecting how they may act. However, when placed in the same situation continuously, one can gain mastery over it, and even find joy in the growth of depth you gain from it.

This is often the factor that led an EI to be a leader or positions where they end up naturally managing other people. And the leadership position often comes with responsibilities that might be their biggest challenges.

One of these challenges is to be aware of one's blind spots when it comes to the emotions of others. Because of their natural ability to affect others emotionally, it is important to note how their emotions affect them, especially in long term relationships.

The difficulty of growing from being emotionally intelligent to transcendence is the need to rewrite their whole life script. This is when one needs massive amount of data about life and philosophy. That is why an EI would need to have to experience new things and get feedback actively, as well as put themselves in increasing number of uncomfortable situations to test their tolerance.

However, one will find themselves learning things very quickly and able to pick up the emotional states of the world-class artisans/craftsmen.

### **Emotionally Transcendent (ET)**

An Emotionally Transcendent person is generally a very calm person. Being at the highest end of the spectrum, they are very clear of the emotions that are currently in play. However, they have to ability to step away and analyse these emotions clearly without getting affected by them. They are also able to effectively control the emotions, and use different emotions to analyse different scenarios that helps you to address different issues in everyday lives.

As an emotionally mindful person, one has almost full control of your emotions, allowing them to understand how to separate their emotions from their activities. You know when to choose the "correct" emotional state to be in when they need to be while being able to tune out emotions that are detrimental to the task or situation that they are in.

An ET would do well as a leader and a visionary for others. This is when their focus would be on the impact they leave on others, and continuously themselves for greater emotional heights.

## 8.How does Emotional Wellness shape an Ideal Employee?

As described above, Emotional Wellness is the ability to understand emotions and manage emotional states at will. As the emotional state is the functional intermediary where the input is interpreted and predicted outcomes are used to plan appropriate response, the ability to manage one's emotional states is a large part of one's ability to have integrity and self-management.

Also, due to understanding that our emotional states dictate a large part of our emotions and memory at that time, it affects our ability to learn and be creative. As each emotional state has a characteristic manner in interpreting information, and creativity and learning require acceptance and exploration of multiple perspectives, the ability to change emotional states at will allows a person to be more creative and motivated to learn.

Change is largely about intrinsic motivation and willingness to adapt. When one understands one's own resistance to change emotionally, is able to manage it, and is intrinsically motivated due to the ability to manage one's emotional states, one is able to handle change much better.

Emotional Wellness supports all five key traits of the Ideal Employee through Role Optimisation as mentioned in the previous sections above. It is not the only determining factor, but is a large part of the foundation for an employee to be able to optimise one's role.

## 9. Undelusional Development Approach

As Parmelee (2017) mentioned, the employees of the Industry 4.0 will require individualised training. Undelusional have curated a series of fundamental developmental approach that will serve as the base for the employee's emotional development. These fundamentals will be used to built upon other skills in other Undelusional development programs.

### **Emotional Spectrum Developmental Framework (ESDF)**

The purpose of this section is to articulate and eventually confirm the hypothesis for emotional development of each person to higher levels of emotional wellness on the Emotional Wellness Spectrum (EWS). EWS is the anchor scale used in the diagnostic tools section of Undelusional and it is where people will be placed on the spectrum for the ESDF to work on.

With the GREAT test, which measures where the person places on the spectrum, also comes with 8 subscales. Each of the subscales measure a different element of emotional wellness. There is a priority in elements in that there are foundational elements, then to higher levels, such that the higher tier elements are not as effective as if one has the foundations in place.

The eight subscales are:

1. Emotional Expression
2. Reflective Analysis
3. Reflective Identification
4. Self-Control
5. Situational Emotional Awareness
6. Self-Empathy
7. Emotional Feedback
8. Mood Management

The order of these subscales are in accordance to the priority in which the subscales have to be developed in order to achieve emotional transcendence. Within each of the 8 subscales, there are 3 levels of skill where the subscale is functioning at. The level at which a person's subscale is, is determined from the GREAT Test. This is the breakdown of each of the level and what is needed to achieve it.

## **Emotional Expression (EE)**

Emotional Expression is defined as the willingness and ability to express one's emotions verbally and nonverbally for catharsis (honestly and without edit). This is achieved through multiple means – through art, language or the act of creation.

The biggest difficulty for emotional expression is dishonesty. In our current state of society, there are many standards of norm that people try to conform to, which makes it difficult for one to express honestly and clearly. We have been well-practised to edit the way we behave or express our thoughts, such that we fail to express what we truly feel the majority of the time.

This is why learning an artistic or creative skillset would aid the emotional expression greatly. The purpose of learning such a skill set is not to aim for something that other people would appreciate, but for one's own private cathartic expression.

There are 3 stages of Emotional Expression:

### **Stage 1**

This is the bottom stage, where one's EE is always edited/limited. What this means is that the person will often edit one's thoughts and expressions before it comes out. What would betray their honest emotional perspective would be the nuances of the person's perspective. There are two means to allow a person with Stage 1 EE to move up, firstly is having a therapist/expert spot the language and body language inconsistency in the person, or to express through metaphorical media with an expert in that area. Requires an emotionally intelligent person to interpret the person's emotional perspectives for the person to learn to be more honest.

### **Stage 2**

This is the middle stage, where one's EE is isolated to moments of safety. The person might present a different character outside of the safe environment, but in the environment of comfort the person is able to be thoroughly honest with self and others. However, this environment is fragile and if the person does not have large enough or stable enough an environment to maintain it, it is easy to lose the safety even with the same few people. In order to move up to Stage 3, the person has to establish a safe alone space where one can fully express one's emotions throughout the day without edits. This is often achieved through metaphorical media, and can also be done through language formats.

### **Stage 3**

This is the highest stage of EE, where one is able to be fully honest in one's expression of emotions in most settings, save for some instances when needed. This also means that the person finds acceptance in one's emotional thoughts and is able to manage the consequences of the emotional expression. This is usually possible after the person has accepted the value of emotional expression and has gained skills to manage it in all types of situations.

## **Reflective Analysis (RA)**

Reflective Analysis is the ability to understand the cause and implication of one's previous emotional state. The purpose of Reflective Analysis is to achieve understanding a previous emotional situation to put it into the perspective of how one came up with one's assumptions about the situation. This does not help to label the emotional states to come up with effective categorisation of the emotional states.

The cause of the emotional state is referring to triggers and specific situations where the emotional state can be created. This includes the predisposing, perpetuating and precipitating factors of the previous situation. One does not need to have a full picture, but a basic understanding of precipitating and perpetuating factors would be a fundamentally important part of Reflective Analysis.

The implication of the emotional state is referring to the consequences of action that one takes while in an emotional state. The consequences would differ depending on different situations, but the assumptions and target outcome within the emotional state would be similar. From analysing the consequences of one's actions, one can gain an understanding of what one's assumptions and instinctive target outcome of the emotional state are, and therefore learn how to manage it through prediction.

There are 3 stages of Reflective Analysis:

### **Stage 1**

At this stage, the person rarely understands what are the different factors that causes one to have an emotional state take over. They are also blind to the implications of the emotional states, often choosing to cherry-pick the different consequences to justify certain actions while ignoring the non-ideal outcomes. This means that the person has little to no ability to actively change on one's actions before, during and after most emotional states, often leading to a limited or biased view of one's thoughts during such moments. The most important element to recognise at this point is the implication of one's emotional states – what one does and creates when one is in different emotional situations. This gives the person a motivating factor to change, or to continue pursuing the path one has taken.

### **Stage 2**

At this middle stage, the person would be aware of the implications of one's different emotional states. Together with the implications, the person would be able to identify some triggers to avoid being in the emotional states that one does not desire. However, it is difficult to permanently avoid all triggers, therefore it is important to understand the triggers on a deeper level to identify the predisposing and perpetuating factors. This allows one to go further into the reason that the emotional state came about to solve it at the root. In order to go to the next stage, understanding the whole process of how each emotional state came about and the consequences it has is critical.

### **Stage 3**

At the stage, the person is instinctively able to understand what triggers would cause each emotional state, while also understand the consequences of one's actions. This allows the person to work on the predisposing and precipitating factors while also managing one's own actions when in the emotional states by getting support from others to manage it. RA and EE together allows people to feel safe to be honest and open.

## **Reflective Identification (RI)**

Reflective Identification is the ability to identify and classify emotional states accurately during reflective processes. It is needed to accurately classify the cause and effect of each emotional state and the nuances in interpretation and translation of information. The identification process is that of classifying the emotional states in accordance to the logic and assumptions that one has to create and perpetuate those states.

Many-a-times, when we classify emotions wrongly, such as stating every negative emotion as anger, we would not be able to create the right systems to manage our emotions. Every emotional state comes with its own nuances and values, and inaccurate classification often leads to just an inability to manage.

This is also required for one to gain Situational Emotional Awareness, which is the next element of Emotional Intelligence. The ability to categorise it effectively leads to the ability to identify the emotional states as they appear. This is why Reflective Identification is a priority to gain Emotional Intelligence.

There are 3 stages of Reflective Identification:

### **Stage 1**

At stage 1, the person would be either be not at all able to identify the emotional state that one is in, or almost always mislabelling each emotional state and emotion. This is particularly common in societies which do not value emotions and have a tendency to overgeneralise. The person would often exclaim that one is not in an emotional state which one is clearly in, or often not be able to identify current or previous emotional states. This causes a lot of confusion and internal judgement that can lead to difficulty in getting out of negative cycles. At this stage, it is imperative to improve one's own emotional language through learning of emotional terms or have emotional media that one can identify emotions clearly with (such as painting colours) and to have one's own definitions of each emotion. Having the emotional vocabulary would aid this process of improving one's abilities in RI greatly.

### **Stage 2**

At this stage, the person is able to identify major emotional states, often related to the main 6 emotions mentioned in the Emotional State Model. This is functional effective in helping with managing and identifying emotional states as and when they come. However, the lack of clarity of the different levels of each emotional state or the nuances of their differences would cause a lack of ability to be more effective in managing one's emotional states. Especially as one gets more effective in managing one's mood, there is a need to fine-tooth comb one's emotional states to be able to achieve the highest levels of emotional intelligence. This is done by having establish a strong EE and RA to analyse and find patterns of one's behaviours from history to understand one's different emotional states intimately.

### **Stage 3**

When the person reaches stage 3, one would have gained a comprehensive understanding of one's emotional states in a manner that one could even predict the different triggers and actions that one would take in different scenarios. This does not mean that one would have ability to manage or control them, but the greater the knowledge, the more one has the ability to learn the next elements of emotional intelligence.

## **Situational Emotional Awareness (SEA)**

Situational Emotional Awareness is the ability to identify emotions in oneself as and when things happen. It requires the ability to see the bigger picture and being able to quickly identify what is one's emotional state based upon the stressors in the current environment. It is the result of knowing one's own emotional states and catching the signs as and when it happens.

The purpose of this is to be able to manage emotions as and when they come, or even before an emotional state is fully formed. This is a fundamental element to develop an effective sense of Self-Control, as it would be impossible to have Self-Control without being aware of what one is going through.

Situational Emotional Awareness is also used to be aware of other people's emotions and the effects of the person's emotional state as it happens, allowing one to correct previous actions have need be. It also supports EE, RA and RI as it helps with the reflective processes thereafter, as one is able to gather the relevant information as and when things happen.

There are 3 stages of SEA:

### **Stage 1**

The person has difficulty being aware of one's emotional state and emotions. At this stage, the person is likely to get lost in the emotional state that one is in and only recognise what had happened on hindsight. Sometimes, if severe, the person would recollect completely different memories of the emotional situation as those who have experienced it together with the person. This makes it difficult for the person to be able to reflect and change one's actions until it's too late, leading to regret and remorse. In order to move to the next stage, the person needs to seek help from others to identify specific emotional states and use techniques that have previously worked to jolt the person out of the emotional state. This is when a person needs support from others in order to achieve a higher amount of emotional intelligence.

### **Stage 2**

At this stage, the person can sometimes catch oneself after being in the emotional state for some time. This is achieved through identifying thoughts and actions that the person took on, or from other people who feedback immediately about the person's emotional state. This allows the person to immediately rectify the situation or remove oneself from the situation to prevent escalation of the emotional state. It is at this stage that one might feel more frustrated because of one's own inability to manage one's emotions when one is aware, however there are ways of managing this. To reach the next stage, the person needs to identify triggers as and when they come to prepare themselves for the emotional state that they are likely to go into. This means that the person needs to train oneself to be able to spot the emotional states before it appears, and having mechanisms in place to jolt oneself out of the possibility of blindly entering those emotional states, such that one can enter the emotional state with awareness.

### **Stage 3**

At this stage, the person can usually even observe self almost as a third person in an emotional state. This might not mean that the person has any control over the situation, but it allows the person to know what's going on and use Self-Control at the right moments to manage the situation. It is perfectly fine to enter any emotional state as long as one allows it, and if one is unable to prevent it, the minimum best is to be able to observe it and stay aware as one experiences the emotional state.

## **Self-Control (SC)**

Self-Control is defined as the ability to use willpower to manage one's emotions when the emotional state is overwhelming. It is a critical component of managing one's emotions during difficult situations. If the person has low SEA, the person's assessment of one's own Self-Control might be impaired, often believing that one has higher Self-Control than reality.

SEA is important for Self-Control because our willpower is limited. When people are working or taking on more difficult tasks, their willpower will be drained and it would be easy for the person to start losing control when certain triggers come along. It is therefore important that Self-Control is more about the effectiveness of managing the implications of one's emotional state than it is about not entering the emotional state. It is only at a higher stage that one is able to shift one's emotional state using willpower.

Self-Control, as mentioned above, is not about one's ability to avoid having emotional states or to force oneself out of an emotional state. It is about using the right nudges to push oneself away from acting out in a negative way. It can be used to remove oneself from emotional situations to calm down, or even take action to improve one's emotional state as and when things happen. There are several ways of increasing the amount of willpower one has after doing these activities – increasing one's blood sugar, sleeping and doing a leisure activity.

There are 3 stages of Self-Control:

### **Stage 1**

The person has little to no SC, often in emotional states that one loses control of and takes action that create consequences that one does not actually desire. Through time, the person might sense less and less SC as one gets increasingly frustrated with the outcomes of one's actions during the moments of overwhelming emotional state. To improve SC, it is imperative that the person learns to step out of the situation using what little willpower the person might have. When one has enough SEA, it allows one to use willpower to redirect oneself out of the situation. This allows the person time to calm down or move out of the emotional state to be able to come back with refreshed willpower.

### **Stage 2**

The person is about to manage one's emotional states as and when situations arise except for higher stress situations, or when one is tired. Majority of the time, if the person can have enough SC, it allows the person to build relationships with others when negative experiences happen, or even solve situations as they come. However, it is during the moments where willpower is insufficient or not able to manage the emotions that one would start acting out in ways one doesn't. In order to build this, it is important to do activities that increase willpower, and to know exactly when are the best times for one to use willpower to increase Self-Control. Understanding the ebb and flow of one's emotional states allows one to identify best moments to use willpower to manage one's emotions.

### **Stage 3**

By this stage, the person is able to utilise willpower at the most critical points to create the change in emotional states or emotions to manage situations well. This, however, does not mean that the person will not or cannot experience the emotional states. SC is always a stopgap measure to be able to get one to move towards the desired outcomes rather than solving the problems entirely, and to depend too much on SC will exhaust willpower, therefore one needs to learn the next element, Self-Empathy.

## **Self-Empathy (SE)**

Self-Empathy is defined as the ability to accept and understand one's emotions and to forgive oneself to move on from past mistakes. This allows one to seek support and help from others to manage the emotions. This is imperative for a person to have higher self-esteem to manage one's emotions.

For many people who are emotionally aware, one of the biggest stumbling blocks from achieving emotional intelligence is one's ability to forgive oneself. In modern society, criticism and harsh comments are common and deemed helpful to get people to grow their emotional intelligence. It can help people up to a certain point, but the person would find difficulty gaining independence in managing one's own emotions.

Self-Empathy is a needed process to understand that one does not have much control of over one's own emotions, and need to accept it before they can change it. This is often the thing that prevents people from reaching emotional intelligence, and might often lead to the person regressing in terms of emotional wellness.

The best way to achieve Self-Empathy is to understand the lack of control and agency one has in one's life. It is about understanding one's history and how it leads to emotional decisions that one makes, and accepting that as part of history rather than future. It allows a person to be able to accept where they are to move themselves beyond their history.

There are 3 stages of Self-Empathy:

### **Stage 1**

The person has difficulty understanding why one take actions that are counter to seemingly rational decisions while in emotional states. The person would often either scold oneself for failing to achieve what one desires, or simply ignore and try to suppress any negative emotions such as disappointment or frustration with self. The person has little understanding of one's emotional history and therefore cannot breakaway from it. In order to improve self-empathy, the person needs to spend time with people who are accepting of the person, and to learn about one's emotional history. To achieve this, the person has to have had enough time doing EE, RA and RI to be able to understand how one's emotional states and therefore actions are formed.

### **Stage 2**

At this stage, the person is able to understand the history and forgive self for several things but cannot forgive oneself for some of the more fundamental beliefs, such as religion or the understanding of good and bad. This affects the way the person approaches one's own life direction and ability to forgive oneself for making wrong decisions in heavier decisions such as career or romantic relationships. Therefore, the person would often have particular regrets about previous decisions or choices that caused problems or pain. In order to move on to higher level of SE, one needs to be able to identify the benefits of wrong decisions in the past and recognise the growth the person needed in order to grow. It allows the person to identify the history, the wake-up call and the change needed for the person to mature into better decisions in the future.

### **Stage 3**

When a person has attained SE, it is possible for the person to start changing one's emotional reactions through several emotional techniques. It allows the person to remove

triggers and even whole emotional states from affecting the person negatively. The person would be able to start changing perspectives of emotional states and how one can improve relationships with other people. It would also widen one's options to be able to see the bigger picture to make better choices in life.

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## **Emotional Feedback (EF)**

Emotional Feedback is defined as the ability to receive emotionally challenging feedback to improve one's understanding of emotions and to improve on mood management thereafter. And because our emotional state drastically affects how we improve our hard skills, Emotional Feedback also affects the way we learn from feedback.

Emotional Feedback is a process that involves effective RA, RI, SEA and SC before achieving. It begins with understanding one's own emotional reaction to any emotionally challenging feedback, before gaining understanding of perspective of the person giving the feedback. If one has a trigger point that is hit by the feedback, SEA and SC are important for us to hold back on making too quick a judgement, before RA and RI are used to understand one's reactions and the other party's perspective.

Understanding and taking in feedback constructively is a sign of emotional intelligence, and more importantly, it is an important life skill to develop other aspects of one's life and allows for multiple intelligences to form.

There are 3 stages of Emotional Feedback:

### **Stage 1**

In stage 1, the person has difficulty accepting any feedback that challenges the person's beliefs or assumptions, and would have either a patronising response or a largely negative reaction to the feedback. People would eventually learn to tiptoe around the person rather than tell the person honestly what they feel or think about a situation, and therefore the person would lack opportunities to grow emotionally and skills-wise. In Asian cultures, the most common form of this is to just simply agree or shrug off the other person, rather than analysing the full perspective, resulting in no real change in behaviour despite agreement.

### **Stage 2**

At this stage, the person would be able to take emotionally challenging feedback well in general, but would often have initial negative reactions that can cause conflicts to happen. Another manifestation is the person is able to hold in one's reaction and just accept the feedback, and actually make changes to it, but due to lack of clarification, may result in repeating of mistakes or creation of another problem.

### **Stage 3**

When a person has high abilities in EF, the person has the ability to take in the information and utilise it constructively without creating conflict with the person offering the feedback. The person would also be able to clarify exactly the perspective of the person offering the feedback, sometimes even creating agreement and connection through the emotionally challenging feedback.

## **Mood Management (MM)**

Mood Management is defined as the ability to switch from emotional state to another at will, especially in high-stress situations. This ability allows a person to manage an overwhelming situation to maintain calmness. It is the aim of emotional intelligence.

After building up the other 7 elements of Emotional Intelligence, Mood Management is the portion which is the most obvious and useful, as it allows a person to switch emotional states, and therefore, perspectives, at will to be able to keep the bigger picture in mind while making any decisions.

A person with high ability in Mood Management often has the ability to keep an objective view while allowing all the emotional states to run through oneself. This allows for a fuller, and therefore more objective, picture to allow for more informed decision-making process. This is where the true value of emotional intelligence lies – to make clear, informed decision, both in managing other people's emotions and in making difficult life or work decisions.

There are 3 stages of Mood Management:

### **Stage 1**

The person has little to no ability in preventing, managing the consequences of, or using willpower to steer one's negative emotional state.

### **Stage 2**

The person has the ability to manage during most stressful situations, but there are particular triggers where the person will lose one's ability to manage, and would get lost in the emotional state

### **Stage 3**

The person has the ability to switch in and out of emotional states at will, and most decisions are not made from the emotional states. The person can stay lucid throughout most experience, though may still lose control once in a while. However, the person is highly functional emotionally.

## **Undelusional Development Process**

For companies that believed in Undelusional and decide to adopt our approach, we will bring them through a process to develop their people.

Firstly, Employees and Managers are to sign an account on Xposur, our online developmental platform. Within Xposur is the Undelusional FEEL-GREAT Discovery Test that they have to take for both their company and Undelusional to get an idea of the emotional wellness of each employee. An Individualised Report will be provided to explain and analyse the current emotional wellness of each individual.

Next, development, if necessary, will be curated for each individual depending on their test results. The development will be based on where they are and which subscales are needed to be developed in order to move them up the spectrum. Trainers from various industries will be sourced by us, adopt our ideology and co-create programs to develop the subscales of these employees. Training sessions can be in the form of individual, small groups or mass training, depending on company profile and individuals.

Progress will be tracked every 3 months, with retake of Undelusional FEEL-GREAT Discovery Test and feedbacks from trainers. These progresses will also be reported to individuals and overall company progress report will be provided for the CEOs and HR managers.

## 10. CONCLUSION

In summary, we have introduced the what the current Industry 4.0 is and what employees we think will thrive. By raising emotional wellness of individuals, we can optimise their role and shape them into the ideal employees of the Industry 4.0.

We have also introduced the Emotional State Model which we have come up with to explain how an individual work intrinsically. Thereafter, using the Undelusional GREAT Discovery Test, we can assess the emotional wellness of each individual and help to identify where they are on the Emotional Wellness Spectrum. The tests measure the individuals according to eight different subscales - 1) Emotional Expression, 2) Reflective Analysis, 3) Reflective Identification, 4) Situational Emotional Awareness, 5) Self-Control, 6) Self-Empathy, 7) Emotional Feedback and 8) Mood Management; each being described and explained in the paper.

These subscales serve as the foundation for developing the emotional wellness of the individual. Under the Developmental Approach, we have discussed how to work on these subscales and the processes a company and individual will undergo when they adopt our ideas.

This paper serves to explain the thought processes, working models and approach that Undelusional has come up with to date. Further studies, testing and analysis will be conducted as we progress.

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