

Chapter 10

Role of Emotions and Spirituality at Modern Day Efficient Work Spaces

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ABSTRACT

Conventionally, intelligence has typically been associated solely with cognitive and logical abilities. Nevertheless, this conventional perspective on intelligence overlooks the wide range of other inherent faculties within the human mind. Human behavior emerges from an individual's inherent qualities, encompassing a diverse spectrum of actions and behaviors, especially in their interactions with others. Emotional quotient (EQ) delves into a person's capacity to effectively respond and react within diverse situations involving people. Meanwhile, spiritual quotient (SQ) forms the foundational basis not only for intelligence quotient (IQ) but also for emotional quotient (EQ). The present narrative study delves into how the fusion of emotional and spiritual quotients can empower a leader to make informed and empathetic decisions, consequently propelling the organization towards elevated levels of success. The study delves into various facets encompassing both dimensions.

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1. INTRODUCTION

Modern day work places depend on team work where human interaction is at its core. Technology has enabled us to work-from-anywhere but still, person-to-person interactions are at the foundation of all organizational activities.

Our interactions with our peers, family, friends etc. are guided by our personality.

Human personality is defined as sum total of ways in which a person interacts with and reacts to the environment. Gestalt theory “Whole is greater than the sum of its parts” provides us the perfect explanation of how different intelligences or capacities come together and lead to the formation of personality.

Traditionally intelligence has been associated with cognitive and logical abilities only. Ability that leads one to perform well on some standardized problem solving tests. However, this definition of intelligence did not take into account the various other faculties available with the human mind. Personal intelligence is no longer taken as the true and only indicator of human performance. Human behaviors stems from the innate qualities of an individual. Behavior encompasses a whole range of actions and human conducts, specially towards others.

By taking a very confined view of intelligence, and limiting oneself to cognitive intelligence or intelligence quotient (IQ) only one cannot define the wide variations or ranges in human behavior. Continued research in this area has provided us with a new definition of human intelligence, one which takes into account other forms of intelligences as well.

Gardner (1983) has described nine types of intelligences.

Table 1. Nine types of Intelligences by Gardner (1983)

S.No	Intelligence	Manifestation
1.	Naturalist	Sensitive towards nature
2.	Musical	Being aware of rhythm and sound
3.	Logical-Mathematical	Inclination towards number-reasoning
4.	Existential	Aware about practical life
5.	Interpersonal	Perceptive about people
6.	Bodily-Kinesthetic	Mind-body co-ordination
7.	Linguistic	Responsive towards languages
8.	Intra-personal	Perceptive towards relationships
9.	Spatial	Responsive towards mental imagery

This chapter aims to discuss the interconnection between different intelligences and their contribution towards shaping the modern day work spaces.

Goleman (1998) concluded that intelligence quotient (IQ) or cognitive intelligence can explain only about 20 percent of professional success. Sternberg (2001) said that by broadening the scope of intelligence beyond the cognitive intelligence or intelligence quotient (IQ), better prediction of leadership performance can be achieved. Morris & Feldman (1997) have concluded that a relationship exists between intelligence and emotions, which effects the performance of an employee. Therefore, it is required to

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