



Role of Emotional Intelligence and Adversity Quotient to Develop Resilient Approach

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Abstract: Human life has evolved out of the struggle to survive and look for better prospects. Human beings have faced constant challenges due to the fast-growing development in the world to strike a balance in the personal and professional life. But the one who endures challenges and overcomes adverse situation has key to be successful. Year 2020 impacted the entire world, COVID 19 virus crippled many booming economies and the world barely is managing to survive in these unprecedented times. However, many managed to thrive in this situation and this could be possible because of those who denied to give-up and continued to be agile in difficult and unfavourable situations. This is an attempt to write a conceptual paper to unfold the human responses in the crisis-situation that has led to new ways of functioning and beating adverse situation. Human race is bestowed with many cognitive skills that has been instrumental in the development and progress of the human civilization. Throughout the history human have endured toughest times and sustained life and this unique quality emerges from the most complexed organ called brain that has several complexed functions that are instrumental in the evolution and progress. Research in the field of psychology and behavioural science have stated that the success of a person does not alone lie in Intelligence Quotient but also Emotional Quotient, Social intelligence and Adversity Quotient contribute greatly. This paper attempts to highlight the EQ And AQ determinants that facilitate in developing a resilient approach to face any adversity or challenges and be successful.

Key words - Emotional Intelligence (EQ), Adversity Quotient (AQ).

I. INTRODUCTION

Corporate world is full of cut-throat competitions, rapidly changing markets, technologies and above all unprecedented times. In the year 2019 wheels of world had come to stand still due to the outbreak of corona virus. World Health Organization declared COVID 19 as Pandemic on 11th March 2020 as this virus had spread across 114 countries. Many developed countries were impacted on economic, social, health and environmental front. Significant adverse impact was seen on the economic activity in the first quarter of 2020. With the outbreak of Corona virus, the world went into lock down in the year 2020 and this not only led to financial crisis but also many suffered psychologically too and the world witnessed great impact on people's psyche. According to (Sarkodie et al. 2021) the adverse impact of Pandemic is seen clearly on the economic development and society at large. In these times of adversity and uncertainty it is important for the organizations to keep employees positively motivated and intact. This conceptual paper is an attempt to understand the concepts that would facilitate to high light the importance of Emotional Intelligence and Adversity Quotient to be self-motivate and motivate team members in the crisis.

In the world history human have witnessed many crisis situations like natural calamities like draughts, floods, tsunami, hurricanes, earth quakes and human made crisis like World war I & II (there are many other disastrous events recorded in the history which human race has witnessed and endured through). There were many who succumbed to the situation and gave up the battle to survive and some managed to surf through these catastrophes and learned to survive. The ability to survive and thrive for a better condition has always been the quest of human beings. The source of all these abilities is brain, which is one of most complexed organs. Every person responds to the situation in a different way and with times have learned to cope with the changing physical environment with the help of the mental abilities. This paper is an attempt to understand the different human intelligences that are instrumental for success like Emotional Intelligence and Adversity Quotient. Many research studies have proved that the secret of success in life cannot be restricted to only cognitive intelligence quotient (IQ), but also Emotional Quotient plays a significant role for people to succeed in life. The study of EQ has also led to the research of Adversity Quotient that plays a significant role to overcome the catastrophic situations. The changing technology has led to many changes in the business patterns and it has impacted the coping mechanism in the corporate citizens. Along with IQ & EQ, adversity Quotient has also become an important competence that needs to be learned and acquired.

This is an attempt to write a conceptual paper to highlight the importance Emotional Intelligence and Adversity Quotient to deal with the changing times and moreover with the crisis situation which has become a part and parcel of today to day business and personal life. Acquiring these skills will not only help to strike a balance in life but also lead to higher success rate.

LITERATURE REVIEW

Emotional Intelligence

In 1990 Peter Salovey and John D. Mayer had coined the term “Social intelligence” and attributed the success of an individual to it. However, in 1995 Daniel Goleman coined Emotional Quotient and proved it as an important factor for success of people both in professional and personal life, which became buzz word in the corporate world. Since then a lot of research was done in the area of Emotional Intelligence. It highlighted that the success is not only achieved by having Intelligence Quotient, but also Emotional Intelligence. Daniel Goleman stated that one needs to be mindful of self-emotions and feelings. Human beings cannot be separated from their emotions and feelings they are the driving forces of the human existence. People with high EQ have greater people skills that makes them charismatic leaders. Such leaders make teams effective and achieve bigger objectives for the organizations. EQ helps in regulating the emotions of self and others to enhance human relations. Emotions and feelings are the driving force for any human being. Positive emotions lead to positive outcome and negative emotions lead to disastrous outcome. Any person who has the ability to manage oneself’s emotions and others emotion can lead the situation to a fruitful outcome. Such leaders are found to be good at resolving disputes. According to William L, et al (2007) Emotional intelligence is about the awareness of emotions of oneself and others in every sphere of life. Without emotions and feelings human will not be able live life to the fullest. Emotions and feelings give purpose and goal, or else life would be aimless. Emotions and feelings are responsible for the well-being of physical and mental health. Positive emotions like happiness, love, joy, peace, satisfaction, contentment leads to a healthy mental state which is also responsible for quick physical healing. Whereas negative emotions like hate, jealousy, anxiety, worry, discontentment leads to a sad state of mind and delays the physical healing of the body.

Daniel Goleman stated 5 major components of Emotional Intelligence namely Self-awareness, Self-Regulation, Motivation, Social Awareness and Empathy.



Fig 1

Adversity Quotient

To understand the meaning of Adversity Quotient, first let us understand the word “Adversity”. The meaning of the word “Adversity” according to the Oxford dictionary is “a difficult or unpleasant situation”. Some other dictionary defines it as a very difficult or unfavourable situation. Adversity or difficulties are the situations that are undesirable, and people would try to avoid it at any cost, because it puts one into an uncomfortable situation. But the truth is, life is full of challenges, difficulties and uncertainties and it is simply unavoidable, one needs to face such situations to overcome or surrender to the circumstances. The ones who are capable of dealing with uncertainties, crisis and difficulties in their own way have the quotient to deal with the adversities and not let the adverse situations or circumstances overpower them have Adversity Quotient. Many quotes are given by great ancient scholars, “I love those who can smile in trouble...” — Leonardo da Vinci. Another quote by a Roman Stoic Philosopher Lucius Annaeus Seneca stated, “Difficulties strengthen the mind, as labour does the body.” Adversity has always been part and parcel of human race since the beginning and we have survived toughest test of time since ages. History has witness that many species have gone extinct and have vanished from the face of the earth, however human race has evolved and stood the test of time.

Adversity quotient is the ability to smile at the face of adversity and respond to the situation. In 1997 Paul Stoltz introduced Adversity Quotient (AQ) and defined it as “the capacity of the person to deal with the adversities of his life, and as such is the science of human resilience”. AQ plays an important role in dealing with the adversities and turn the situation favourable or win over it. Dr Paul Stoltz authored a book named as “Adversity Quotient – Turning Obstacles into Opportunity” which talks about the core human drive to Ascend and be successful. AQ is based on three sciences or can be termed as building blocks of AQ namely psychoneuroimmunology, neurophysiology and cognitive psychology. The meaning psychoneuroimmunology as per Merriam Webster Dictionary is “a field of medicine that deals with the influence of emotional states (as stress) and nervous system activity on immune function especially in relation to their effect on the onset and progression of disease”. Psychoneuroimmunology (PNI), also called psychoneuroimmunology (PENI), deals with the study of the interaction between psychological processes and the nervous and immune systems of the human body. In the year 1975, American Psychologist Dr. Robert Ader coined the term psychoneuroimmunology after publishing his research on conditioned immune responses. Dr Ader and his colleagues explored the link between the mind and the immune system. People with chronic stressors for a prolonged period may lead to physical illness and depressed state of mind. In such situation coping mechanism dilapidates leading to weak immune system. Positive emotions and positive self- belief lead to formation of new neurons (neurogenesis) in hippocampus (art of brain) thus further helping to deal to crisis and tough situation.

In 1997 Dr Stoltz had conceptualized the concept of Adversity Quotient and categorized people into three types based on their level of adversity quotient as follows

- **Quitters** are the ones who give in easily to the circumstances and accepts things without giving a try to overcome the barrier. Negative situations and problems easily overpower them and them surrender to the situation.
- **Campers** are those who prefer to be in the comfort zone and as long as they are in that comfort zone they contribute. Moment negative situation or turbulences occur they will give up in a short while.
- **Climbers** are the ones who fight till they overcome the situation and never give up. They raise to the occasion quickly and faces the challenging situation with the aim to defeat all the negativity. Climbers are self-motivated and have positive approach in any given situation.

Further Dr Stoltz (1997) proposed four dimensions that measure Adversity Quotient

1. **Control**: one has ability to control one’s difficulty
2. **Origin and Ownership**: know the origin of the problem and accepting the responsibility to deal with the difficulty.
3. **Reach**: understand problem is solvable and limited
4. **Endurance**: to persist the difficult situation till it is solved

According to Adina Radulescu (2011), there exist a close relation between the mind (emotions and feelings), nervous system and the immune system as this has an impact on the health of a person and the healing process is strongly affected. Paper has stated that positive emotions accelerate the healing process and negative emotion leads to the depleting health. Positive emotions help in producing new neurons in the hypothalamus that leads accelerate healing process, and negative emotions do not generate these new neurons that negatively impacts the immune system. Hence people with string EQ can also develop AQ.

According to Sitsara et al (2020) AQ & EQ facilities in life-long learning. The research states that the endurance component of AQ and Self-motivation component of EQ facilitates life-long learning in the students. It was identified that the students have lot of patience along with self-gratification and have control over their emotions and express it appropriately. Research established that AQ & EQ have a positive relation with life-long learning. This establishes that AQ & EQ facilitates in learning new traits and be agile in the changing times. This is one of most important competence required in the organization.

Emotional Intelligence and Adversity Quotient - Need of the hour

Through the literature review it is revealed that AQ & EQ traits are the need of the hour to be deal with the ever-changing work environment and it demands to be agile and adaptive to emerge. Considering the above two Quotients namely Emotional Quotient and Adversity Quotient one common string between them is that these qualities can be learned and acquired to enhance personality and be resourceful in professional as well as personal life. Secondly, both deal with emotions and feelings. Developing and nurturing these quotients are need of the hour, looking at the current Pandemic situation that has caused turbulences in the economy and have witness loss of life which is irreplaceable. Acquiring EQ and AQ traits results in the behaviours that are in great demand by the organizations. They are as follows

- Adaptability
- Agility
- Highly Self-motivated
- Go getters or Never say die attitude

Solution providers: EQ and AQ develops a trait to be problem solver which is required by the organizations who are solution providers and not the problem finders

- Team player
- Sensitive to others emotion
- Tenacity
- Optimistic approach

In this ever-changing world one needs to pace up and acquire these skill sets not only to survive but also to succeed and have a balanced life. The secret key to succeed lies in the emotional health and its wellbeing that further extends to physical health. Heathy mind and body help in tackling adverse situation leading to positive results. These traits not only facilitates in surviving in the difficult times, it also makes person resilient and overcome any challenging situations in personal as well as professional life.

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