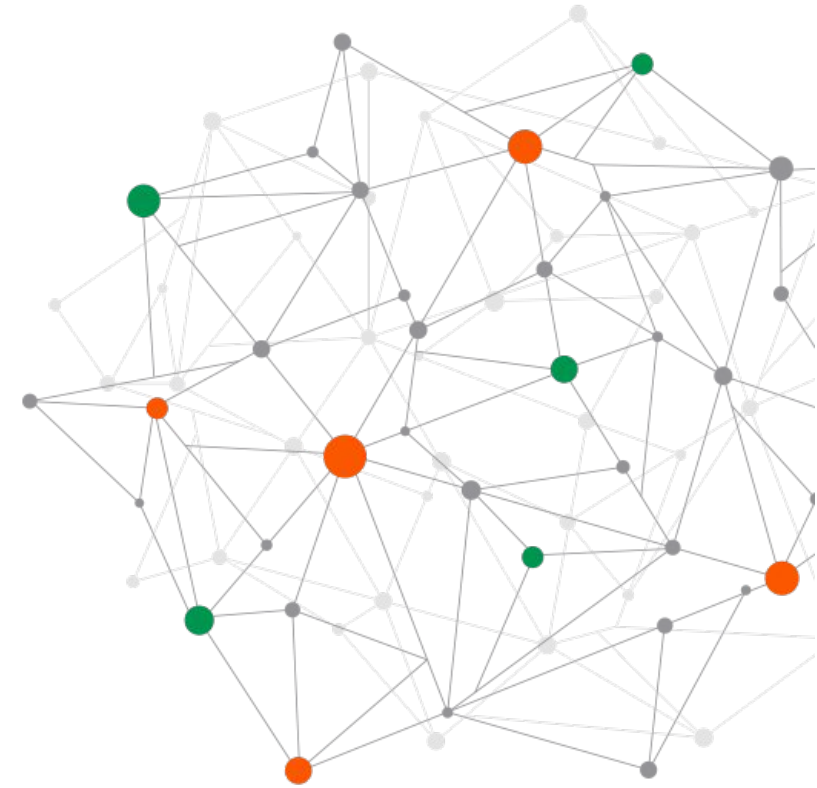


## Corporate Skills Module 2:

### Session 1: IQ to EQ

“There is no separation of mind and emotions; emotions, thinking, and learning are all linked.” — Eric Jensen

November 2022





## In This Module

1. IQ to EQ
2. Interact, Interpret, Respond
3. Crossing the Communication Chasm
4. Concise, Cogent Communication
5. Active Listening



# WIIFM

1. Introduction to Intelligence
2. Looking Inward, Then Outward
3. Empathy
4. Motivation



# IQ and EQ

IQ

VERSUS

EQ

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| IQ   | EQ   |
|--|--|
| IQ is basically a number representing a person's reasoning ability   | EQ is the ability to perceive, evaluate and control emotions   |
| Stands for intelligence quotient   | Stands for emotional quotient  |
| Involve the knowledge and skills we acquire throughout life and our ability to reason, solve problems, and understand abstract information | There are four components: perceiving emotions, reasoning with emotions, understanding emotions, and managing emotions |

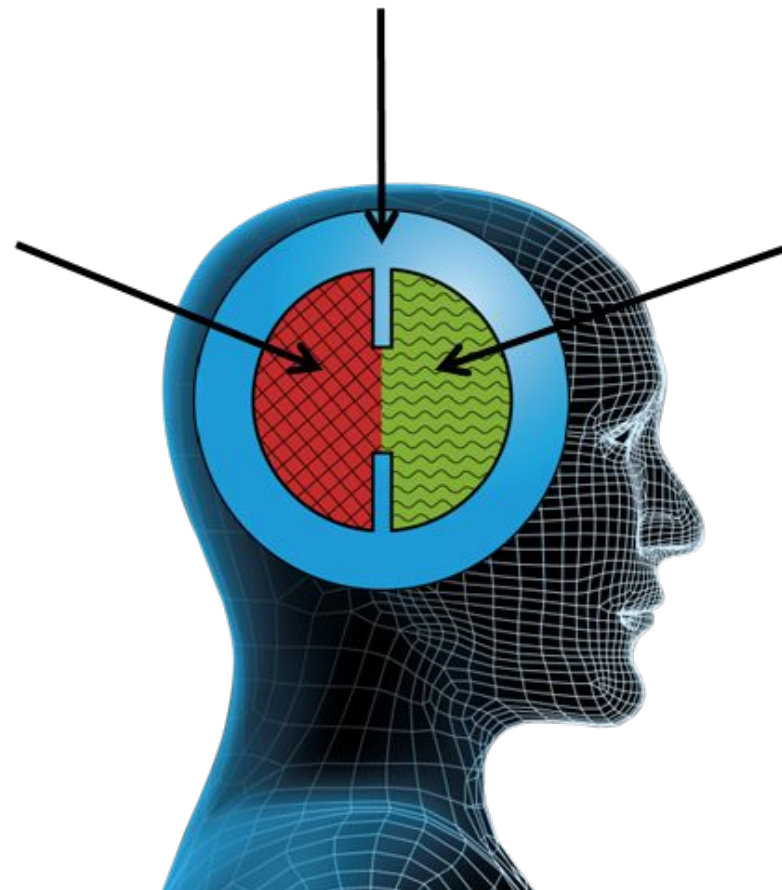


$$\text{IQ} + \text{EQ} = \text{SQ}$$

**IQ**  
Intellectual  
intelligence  
serial processing  
left brain

**SQ**  
spiritual intelligence  
synchronous processing  
whole brain

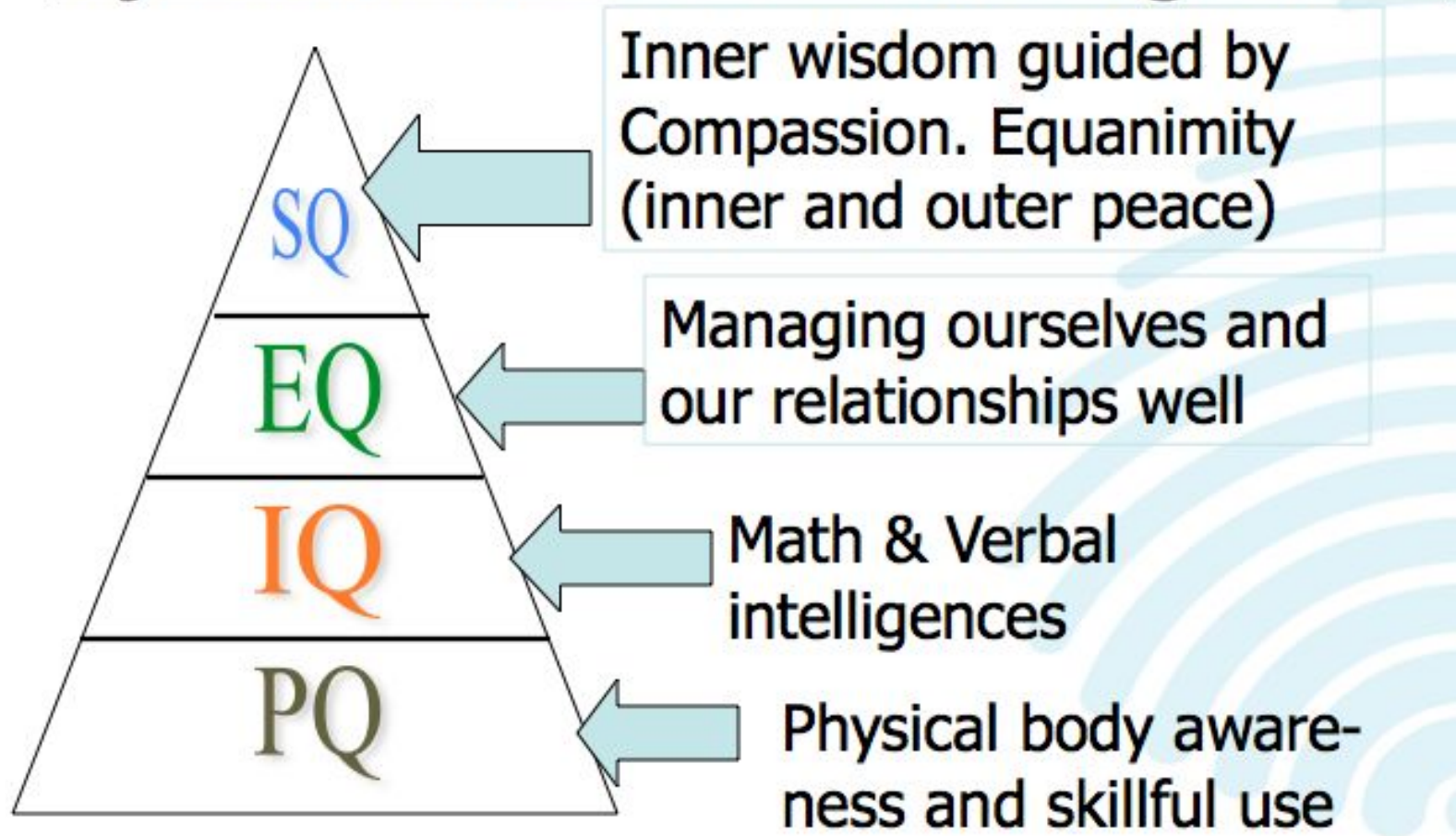
**EQ**  
emotional  
intelligence  
parallel processing  
right brain







# Pyramid Model of 4 Intelligences





## While Working

*Read the following article “Types of Intelligence - IQ, EQ, SQ, & AQ” written by Dev Karlekar, Founder/CEO at GuruSchools.*

According to Psychologists, there are four types of Intelligence:

- 1) Intelligence Quotient (IQ)
- 2) Emotional Quotient (EQ)
- 3) Social Quotient (SQ)
- 4) Adversity Quotient (AQ)

1. Intelligence Quotient (IQ): this is the measure of your level of comprehension. You need IQ to solve mathematics, memorize things, and recall lessons.

2. Emotional Quotient (EQ): this is the measure of your ability to maintain peace with others, keep to time, be responsible, be honest, respect boundaries, be humble, genuine and considerate.



## While Working

3. Social Quotient (SQ): this is the measure of your ability to build a network of friends and maintain it over a long period of time.

People that have higher EQ and SQ tend to go further in life than those with a high IQ but low EQ and SQ. Most schools capitalize on improving IQ levels while EQ and SQ are played down. A man of high IQ can end up being employed by a man of high EQ and SQ even though he has an average IQ.

Your EQ represents your Character, while your SQ represents your Charisma. Give in to habits that will improve these three Qs, especially your EQ and SQ.





## While Working

Now there is a 4th one, a new paradigm:

4. The Adversity Quotient (AQ): The measure of your ability to go through a rough patch in life, and come out of it without losing your mind.

When faced with troubles, AQ determines who will give up, who will abandon their family, and who will consider suicide.

Parents, please expose your children to other areas of life than just Academics. They should adore manual labor (never use work as a form of punishment), Sports and Arts.

Develop their IQ, as well as their EQ, SQ and AQ. They should become multifaceted human beings able to do things independently of their parents.

Finally, do not prepare the road for your children. Prepare your children for the road."



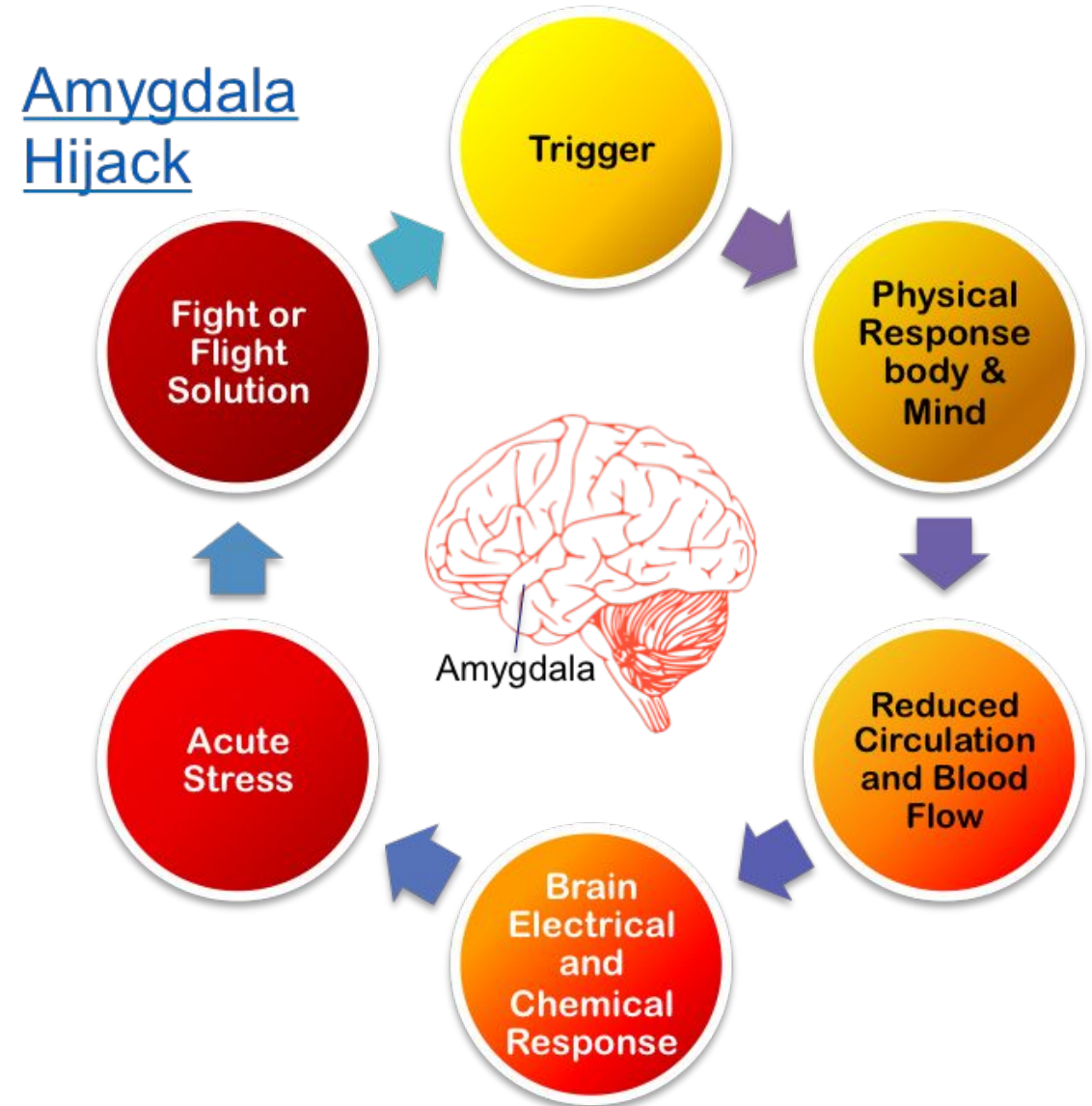
## Respond > React

Reacting is instinctive. Have you ever lost control of your emotions and said something you regret in the heat of the moment?

Do you think this is acceptable in the workplace?

Can you get away with:

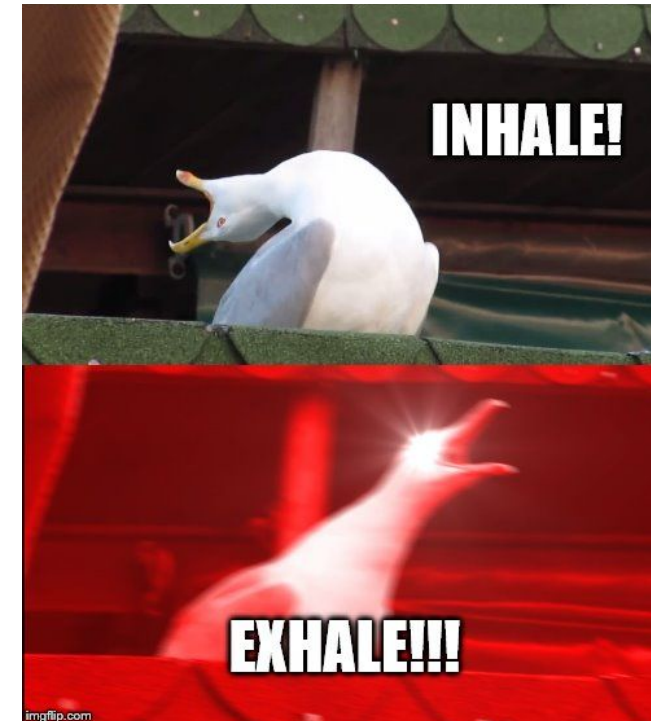
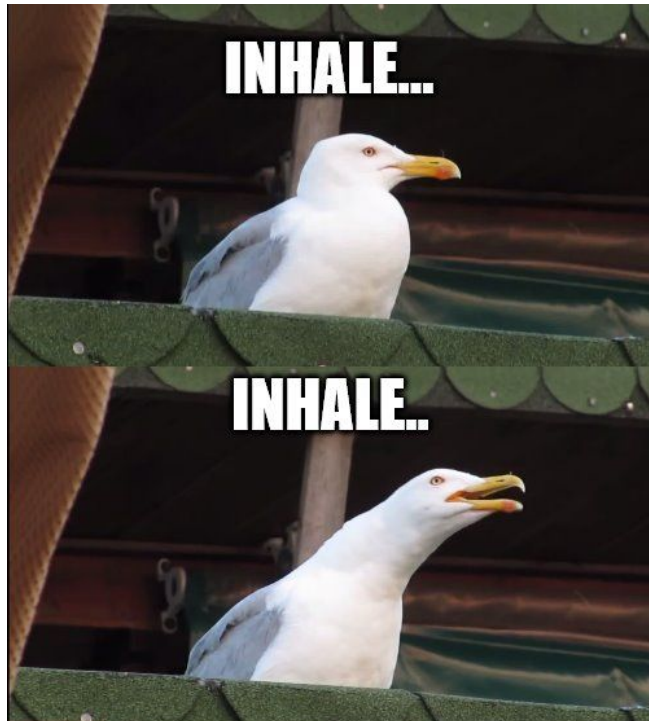
- Yelling at your coworkers?
- Telling off your manager?
- Sending rude messages or emails?
- Crying during a workplace confrontation?
- Yelling “Yippee!” and dancing in a meeting after hearing good news?





## The Resolution?

Understanding and managing our feelings will empower us to make decisions that elevate our confidence. Believe it or not, our ability to breathe can save us from being hijacked. It's hard to imagine if you take the time to stop and "just breathe," it only takes 10 seconds or less for your brain to become calm and regain control of highly charged situations. Once you regulate the feeling, you can move forward and manage the situation peacefully.





## Looking Inward, Then Outward

1. Self-Awareness: The ability to realistically understand your strengths and weaknesses and recognize their impact. Think of the term “know thyself.”
2. Self-Management: The ability to control your disruptive emotions and impulses.
3. Social Awareness: The ability to accurately understand other people’s emotions and perspectives as well as their needs. This includes accurately assessing what happens in a meeting or the changing dynamics of a team or organization.
4. Relationship Management: The ability to cultivate relationships and manage and resolve the difficult ones with grace.



## ACTIVITY: GROUP DISCUSSION

Do you think self awareness, self management, and social awareness affect relationship management?

Think for 5 minutes and discuss.

Time Limit: 15 mins

# Empathy

**Cognitive: “Simply knowing how the other person feels and what they might be thinking. Sometimes called perspective-taking.”**

If you imagine yourself in your friend’s shoes, you know she is likely to be feeling sad, as well as anxious because she relies on that income to pay her student loans. However, having only cognitive empathy keeps you at a distance from your friend. To truly connect with your friend, you need to share their feelings. This is where emotional empathy comes in.

**Emotional: “When you feel physically along with the other person, as though their emotions were contagious.”**

This type of empathy can also extend to physical sensations, which is why we cringe when someone else stubs their toe. In this case, you would look inwards to identify a situation where you were similarly anxious about the future. The situation itself need not be identical, as each individual is different. What’s important is that the emotions resulting from the situation are the same.





## Empathy

So, you've successfully understood what your friend is feeling, and put yourself in a similar emotional space. Now what? Well, you can use the insights gleaned from Cognitive and Emotional empathy to have Compassionate Empathy.

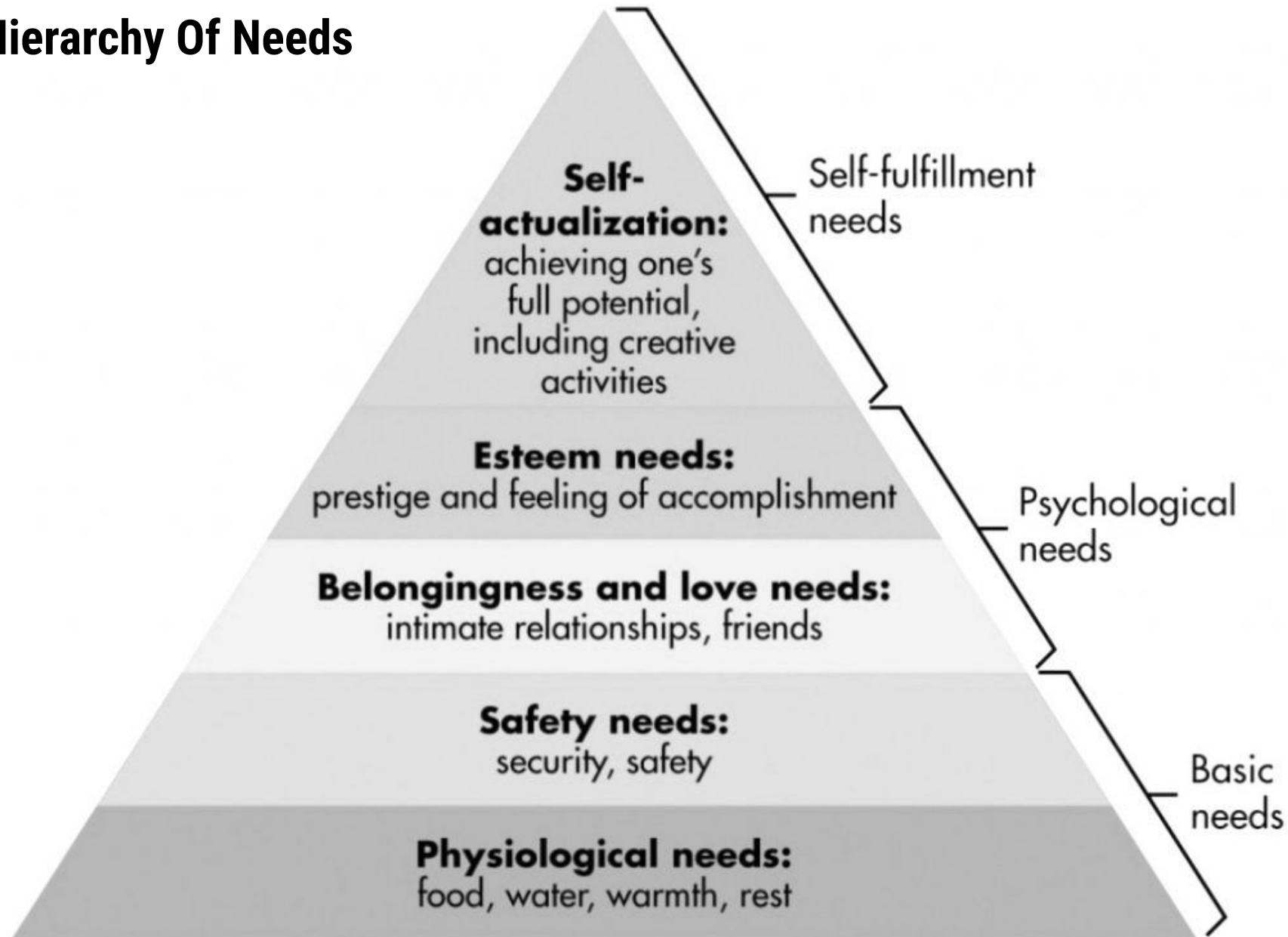
**Compassionate: “With this kind of empathy we not only understand a person’s predicament and feel with them, but are spontaneously moved to help, if needed.”**

It is the balance between Cognitive and Emotional Empathy that enables us to act without being overcome with feeling or jumping straight into a problem solving process.

Empathy doesn't just happen naturally for a lot of people. Our fast-paced society does not often encourage us to take a moment to connect with others. It is therefore a conscious choice we have to make, but the more we practice empathy, the more intuitive it becomes.



# Maslow's Hierarchy Of Needs





# Motivation



# Thank You



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