Chapter 4
Emotional Intelligence 4.0:
The Mother of All Revolutions

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ABSTRACT

Covid-19 has created global chaos and change unprecedented in modern history. The reality of emerging from safe-houses to discover a planet with vastly different terrain – socially, economically and psychologically is no longer science-fiction. The pandemic has demonstrated the great need for IR4.0 with its technological advances that will mobilize local businesses and global economies. At the heart of both the adoption of advances and the creation of solutions in mitigating global crisis is the heart of the people – both organizational adopters of technology and everyday users. This chapter digs deep into our pain wherein human advances will require changes not only in technology, but in the very people that make up our organizations and economies. Herein, Emotional Intelligence 4.0 brings the combined power of our cognitive and emotional abilities in creating launch-pads with people solutions that hyper-drive us into future frontiers.

INTRODUCTION

In Rogue One – the first of the Star Wars anthology series – we are introduced to the Death Star – a weapon capable of destroying an entire planet. Hyper-jump from fiction to reality, and we see the possibility of our planet's destruction – if not for

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a critical set of skills called emotional intelligence. So critical are these skills that the World Economic Forum placed emotional intelligence in the Top 10 workforce skills in enabling our 4th Industrial Revolution. In fact, all Top 10 skills - complex problem solving, critical thinking, creativity, people management, coordinating with others, emotional intelligence (in itself), judgement and decision making, service orientation, negotiation and cognitive flexibility – are related directly or indirectly to emotional intelligence (World Economic Forum, 2016).

The word "revolution" in itself conjures images of a population revolting against oppressors – much like the Rebels against the Imperials in Star Wars. The imagery works well if we envision IR4.0 not merely as building upon previous revolutions, but being the "Mother of All Advanced Change (MAAC)". Is it enough for organizations to embrace technology that merely integrates artificial intelligence (AI) in preparing for or advancing the cause of IR4.0? Is it enough to fit all workers with digital devices in improving productivity? Is it logical to even replace most process currently done by humans with humanoids?

This chapter attempts to go where few have braved to tread – within the pulsating heart of the MAAC – Emotional Intelligence 4.0. Because at the heart of any revolution lies the hearts of people. Thus, we begin our journey by recognizing our pain: the cost of neglecting EI (especially in times when faced with global disasters such as Covid-19). We jump into key aspects of EI that will move world economies into the 4th Revolution. And we close our journey with launch-pads that will propel and mobilize an EI-ready workforce.

DEATH STAR UNCLOAKED

Imagine our moon was made up of 300 billion dollars' worth of profitable resources, and out of nowhere it was destroyed by a beam so powerful, that it not only disintegrates the moon, but shatters every hope of feeding millions starving on our planet. Now open your eyes. It seems surreal that we live in a time where world economies and lives are shattered by the spread of Covid-19 and short-term strategies in containment that may have done more damage than the virus itself. Already each year, businesses burn almost USD200 to 300 billion in costs due to employee turnover, absenteeism, medical and legal costs (American Institute of Stress, 2014; Hassard et al, 2018). Let's place this into perspective. USD200 billion per year is enough for us to achieve The United Nations' Sustainable Development Goals of Zero Hunger in the world by 2030 (Fan, 2018). In essence, we burn up USD200 billion each year from employee and employer "burnout" that can be used to solve and end human suffering. Said another way, our suffering sustains other forms of suffering that destroys Mother Earth. Ironically, we are our own Death Star.

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