

EQ CONNECTIONS

An Emotional Intelligence Newsletter by E.I. Assessments



“USUALLY THE FIRST PROBLEMS YOU SOLVE WITH THE NEW PARADIGM ARE THE ONES THAT WERE UNSOLVABLE WITH THE OLD PARADIGM.”

– Joel Barker

Futurist, Author, Lecturer, Filmmaker

THE COVID GAP:

Shifting Paradigms

Written by
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The year was 1968 and Switzerland dominated the watch manufacturing industry with 65% of the world's market share and, by some accounts, took in more than 80% of the profits. The industry was heavily invested with over 65,000 workers in the paradigm that people wanted mechanical watches. These watches were assembled with a mainspring, gear train, escapement and balance wheel and required winding every day.

With over two hundred years of history and growth, the Swiss had proven that this was a successful business paradigm. Yet,

within 10 years, over 55,000 workers were let go as the center of the watch manufacturing industry moved to Japan.

The dramatic paradigm shift was attributed to the introduction of the quartz watch which, surprisingly, was invented by Swiss researchers in their development labs. However, the Swiss were so invested in their old mechanical watch paradigm that they failed to even pattern their idea of the quartz watch. That year, when the quartz watch was presented and displayed at the Annual Watch Conference, Seiko and Texas Instruments immediately saw the potential.

The quartz watch was more accurate, cheaper to produce and battery-operated, which required no winding. Seiko had a pattern for a quartz watch by 1969 and a new paradigm was created for the industry. What prevented the Swiss from creating and adopting the new paradigm?

WHAT IS A PARADIGM?

A paradigm is a set of theories, assumptions and patterns that guide our world. You can look at a paradigm as a set of trusted rules that you apply to successfully guide your life. We all need paradigms and constantly use them to determine how we manage the present, prepare for the future and explain the past. For example, you may know many people who have followed the paradigm of acquiring a business or arts degree by attending a college or university for 4 years. Online education is the new paradigm.



While they are important for helping us make decisions, a successful paradigm can filter out innovative ideas and prevent us from seeing new opportunities. Old paradigms are challenged by new, innovative ideas which often begin to form as the result of a disruptive technology.

The quartz watch was disruptive to the watch industry in a similar way the internet has been, and will continue to be, disruptive to the entire business, education and communication

landscape. Successful business professionals have the ability to understand and maximize the use of current paradigms while remaining open to new ideas offered through advances in technology. In emotional intelligence terms, these individuals have balance with their high scores in *Flexibility*, *Reality Testing* and *Self-Regard*.

SHIFTING PARADIGMS: THE COVID GAP

Maslow's Hierarchy of Needs



to think about contact with others and the air you breath, which are basic physiological needs at the bottom.

In response to COVID, we have been forced to shift our business and communication paradigms as they relate to employees, clients and vendors. Instead of knowing the rules and having a sense of control over our personal and professional lives, COVID has created a gap between the top and the bottom of the pyramid. Rather than putting all of your energy into work at the top, you now need

The clients I have worked with over the years have always had professional career goals or objectives which they are stretching to accomplish. Many are goal driven with a passion for learning, making contributions and pursuing self-development. They have put their focus and energy towards reaching *Self-Actualization* at the top of Maslow's pyramid.

The COVID gap is filled with changing and challenging emotions, like fear and anger, since our business and home environments have currently morphed into one. Today, In June 2020, for many people their business and home paradigms are not completely established. Work requires managing change every day and for some people, especially those with high *Empathy*, it can feel exhausting.

EQ-I DATA: PROFESSIONALS AMID COVID

Between the middle of March and the beginning of June 2020, I debriefed forty executives and professional staff on their EQ-i results. I was curious to see if the COVID pandemic lockdown, which began in March, had any impact on the EQ-i scores of this group of **40**. The immediate paradigm shift required people to transition from doing some work at home into doing all work from home.

What has been the impact of COVID on EQ-i scores?

As a baseline, I compared their scores with the **1,356** previous EQ-i reports I have conducted. It was interesting to see how the two groups aligned most of their scores with one exception. The larger professional group scored **111** in *Interpersonal Relationship* skills while the smaller, lockdown group scored **103**.



What would contribute to an 8-point drop in *Interpersonal Relationship* skills among professionals since March of this year?

First of all, I believe this is a temporary dip due to our current readjustment period. Perhaps the biggest change I have heard from clients has been the absence of social, in-person interactions with staff, peers and other professionals. In a pre-COVID environment, it was easy to socially interact and engage with others at work. This involved lots of interpersonal energy. Currently, people are putting this energy into the new challenges of learning how to hire, lead, develop, guide and support others in a video environment.

EMOTIONAL INTELLIGENCE: COVID GAP QUESTIONS

While everyone has been negatively impacted by COVID, it is the role of a leader, coach and consultant to have the ability to step back and refocus on the future. Here are some EQ-i questions to consider yourself and to discuss with your clients.

Self-Actualization

What has been the current impact on my business and career goals?

Self-Regard

Where do I need to focus my energy and increase my confidence level?

Emotional Self-Awareness

What have I learned about myself over the last three months?

The answers to these questions and the discussions that you have with others in your industry or profession may reflect changes in your career or business paradigms. Remain open to change.

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– Stephen Covey
Author

EQ-I 2.0 & EQ 360 CERTIFICATION TRAINING

My next training session:

July 27, 28, & 29

8:30 AM - 2:30 PM EST

Via Webex

Enroll at www.eiassessmentsllc.com

NEXT ISSUE:

Issue # 18 - Race & Empathy