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THE RISE OF ARTIFICIAL INTELLIGENCE AND THE GROWING SIGNIFICANCE OF EMOTIONAL INTELLIGENCE ON THE FUTURE WORKFORCE

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Abstract:

This paper explores into the effects of artificial intelligence on the relative importance of emotional intelligence and intelligence quotient. As AI replaces analytical and computational tasks previously attributed to high IQ, EQ-driven skills such as empathy, leadership, and adaptability may become more important in workplaces and society. The study assesses how AI influences human roles, the increasing demand for soft skills, and whether EQ will eventually become more important than IQ.

Keywords: *Emotional Intelligence (EQ), Artificial Intelligence (AI), Intelligence Quotient (IQ), Human-AI Collaboration, Workforce Transformation*

Objectives:

- To Define the Roles of IQ and EQ
- To Examine AI's Impact on Cognitive Tasks
- To Assess the Growing Importance of EQ
- To Evaluate the Future Workforce Shift
- To Address Counter arguments
- To Provide Recommendations for Adaptation

Research Methodology:

A review of literature approach that integrates qualitative analysis is applied in this paper, allowing the relationships between IQ, EQ, and AI in the workplace to be understood in various contexts. As such, a very elaborate review of the existing literatures was undertaken, considering scholarly articles, books, and other case studies, in order to gather insights about how AI impacts the value of IQ and EQ across professions. The paper also uses real-world examples of AI applications in the respective industries, such as healthcare, law, and finance, to bring forth the shift toward EQ-driven roles. Methodology includes a comparative analysis of AI capabilities in handling IQ-based tasks compared with the irreplaceable role of human emotional intelligence in leadership and interpersonal dynamics.

Introduction:

1. Definition of IQ and EQ

Intelligence Quotient (IQ) is the level of cognitive ability, including logical reasoning, problem-solving, and analytical thinking. Traditionally, it has been associated with academic performance and professional success in areas such as mathematics, science, and engineering. On the other hand, Emotional Intelligence (EQ) is defined as the capacity to recognize, understand, and manage emotions - both one's own and others'. EQ involves skills such as empathy, self-awareness, adaptability, and effective communication, which

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are essential for leadership and interpersonal relationships.

2. **Traditional Dominance of IQ in Professional Success**

   Historically, IQ has been viewed as the best predictor of success in a career. Highly intelligent people have long been preferred in high-paying jobs, especially in science, technology, finance, and law. Standardized tests, academic degrees, and professional certifications focus on IQ-based competencies. Although IQ can predict entry into jobs and technical skills, research suggests that EQ plays a more critical role in advancement, leadership, and workplace relationships.

3. **Rise of AI-Driven Automation and Its Impact on Cognitive Tasks**

   Artificial Intelligence is changing the way industries work by automating tasks that previously required human intelligence. AI-driven systems can analyze vast amounts of data, diagnose medical conditions, and even generate creative content. As machines take over cognitive tasks traditionally linked to high IQ, the human workforce must adapt by leveraging uniquely human capabilities—such as emotional intelligence, creativity, and social skills. This shift raises an important question: Will EQ become more valuable than IQ in an AI-driven world?

The Role of IQ and EQ in the Workforce:

As the workplace evolves, both IQ and EQ are important determinants of professional success. However, their importance has changed over time because of the advancement of technology, especially AI, which increasingly takes over tasks that were once dependent on IQ-based abilities.

1. **IQ: Strengths and Limitations**

   IQ has, for long been associated with problem-solving abilities, logical reasoning, and technical expertise. Heavy dependency on IQ is witnessed in professions like engineering, finance, medicine, and law, which require high analytical skills, processing data, and high levels of decision-making. AI, however, has started to take a lead over humankind in many IQ-based tasks such as data analysis, programming, and diagnostic processes. This shift challenges the traditional reliance on IQ in many industries, as automation tools now perform these tasks more quickly and accurately.

2. **EQ: The Rising Need for Soft Skills**

   Emotional Intelligence, which includes self-awareness, self-regulation, empathy, and social skills, is the new success factor in the new world of work. Technical skills, or IQ, are still essential for most jobs, but EQ has become a differentiator in leadership, teamwork, and conflict resolution. The high EQ-competent employee can assemble effective teams, resolve interpersonal issues, and make ethical choices—a combination not easily replicable by AI systems. Firms are increasingly looking for EQ in recruitment and promotions, primarily for leadership and customer service jobs, which directly interact with other people. In the contemporary workforce, although IQ is still important for specialized technical work, EQ is increasingly important for work that requires emotional involvement, interpersonal communication, and leadership. As AI takes on more cognitive work, EQ is becoming the essential human quality that supplements and complements AI-driven efficiency.

The Rise of "Human-Centred" Professions:

As routine work is automated, so too is there an increase in "human-centered" professions requiring empathy, creativity, and ethical judgment. Healthcare, education, human resources, and leadership professions are becoming more human-centered. For instance, whereas AI can assist doctors in disease diagnosis or treatment planning, the emotional

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intelligence to comfort patients, communicate complex medical information, and make ethical choices is a distinctly human profession. Similarly, teachers must inspire and emotionally connect the students, crafting spaces where learning is guided by emotional support and social interaction.

1. AI and Human Interaction: The Value of "Bilingual" Workers

The shift in work requirements also points to the growing need for workers who have the ability to communicate well with AI technology. These "bilingual" workers, who are both technologically savvy in their abilities and emotionally intelligent, will be invaluable. Employees who possess the ability to leverage AI tools for productivity and knowledge and who also leverage emotional intelligence for collaboration and decision-making will be in high demand. The ability to move between and manage both the technical and human dimensions of work will be the key to organizational success in an age of AI.

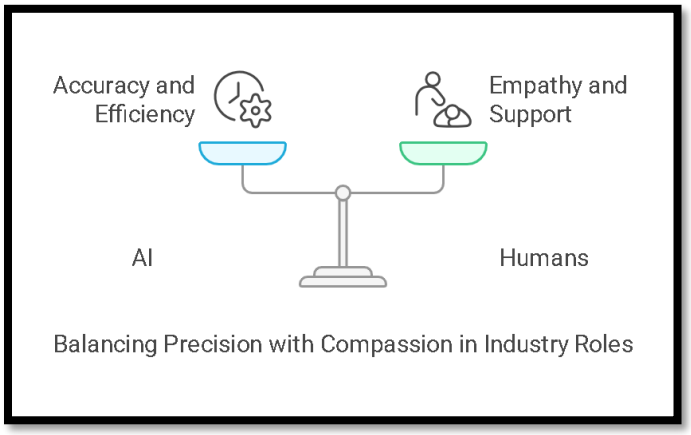

Fig 1 : Human and AI working together

2. Real-Life Applications: How AI is Transforming Job Specifications and Raising the Value of Emotional Intelligence (EQ)

Industry	AI's Role (IQ-Based)	Human EQ Contribution
Healthcare	AI diagnoses diseases using medical imaging (e.g., IBM Watson Health)	Doctors provide **empathy, patient counseling, and ethical decision-making**
Education	AI tutors offer personalized learning experiences (e.g., Duolingo, Khan Academy)	Teachers focus on **emotional support, motivation, and conflict resolution**
Customer Service	AI chatbots handle FAQs and complaints (e.g., ChatGPT, Zendesk AI)	Human agents manage **complex issues requiring empathy and negotiation**
Finance	AI predicts market trends and automates trading (e.g., Robo-advisors)	Financial advisors offer **personalized guidance and emotional reassurance**
HR & Recruitment	AI screens resumes and ranks candidates (e.g., HireVue, Pymetrics)	HR professionals assess **cultural fit, motivation, and interpersonal skills**

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These findings confirm that **AI enhances productivity in IQ-driven tasks**, but human **EQ remains irreplaceable** in roles requiring emotional intelligence, creativity, and ethical judgment.

3. Recent Surveys on Employer Preferences for EQ vs. IQ in Hiring and Promotions:

Survey	Key Findings
CareerBuilder Survey (2011)	- 71% of employers value EQ over IQ. - 59% would not hire someone with high IQ but low EQ. - 75% are more likely to promote employees with high EQ over those with high IQ.
Lee Hecht Harrison Penna Survey (2019)	- 75% of managers use EQ to assess employees' readiness for promotion and salary increases. - 57% of managers' report that their highest-performing employees have strong EQ.
Psi Chi Study (2019)	- 59% of employers would not hire someone with low EQ, even if they had high IQ.

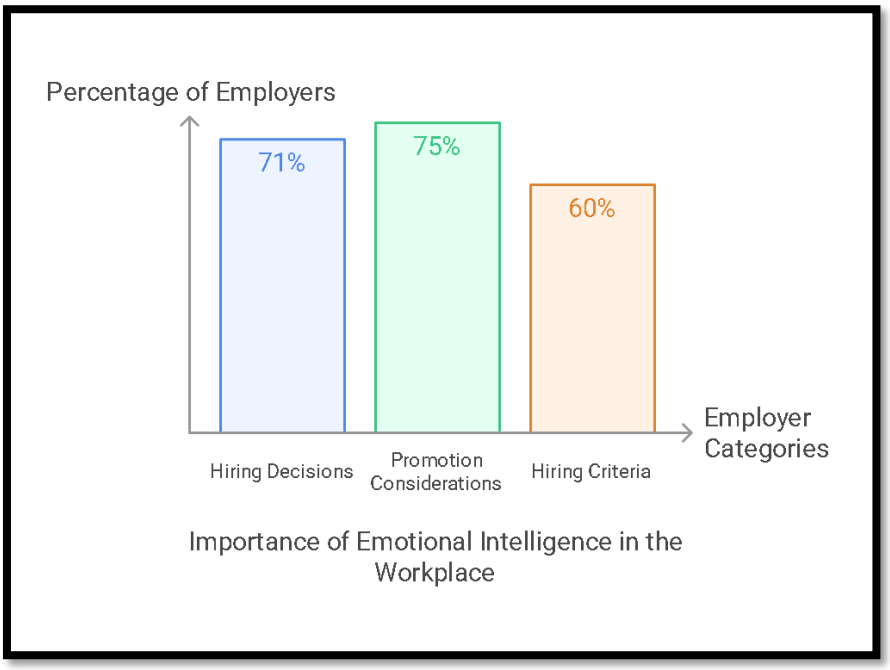

Fig 2: Graph showing EQ vs IQ preference

Challenges:

There are several obstacles to studying the convergence of IQ, EQ, and AI in the workplace. First, it is challenging to measure and define intellectual intelligence (IQ) and emotional intelligence (EQ) because these are advanced and complex ideas and thus hard to compare in a direct manner. Second, even with emotion recognition advancements by AI, it is still unable to understand and replicate human emotions and thus cannot replace EQ entirely. A third challenge is realizing the balance between technical competence and EQ, as prioritizing EQ may devalue IQ in some roles. Resistant organizational behavior to

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shift their selection and training methods to EQ-based approaches may also hinder the shift. Lastly, ethical aspects of AI operating in emotionally charged situations must be addressed because making AI sensitive to cultural and moral sensitivities while interacting with humans is the priority at the moment. All of these obstacles must be addressed if we are to better observe the ways in which AI, IQ, and EQ can be integrated in harmony in future workplaces.

Future Scope:

The future direction of AI, IQ, and EQ is towards achieving a balance under which human emotional intelligence is enhanced by AI and not replaced by it. The research will extend to how AI can enable the cultivation of emotional intelligence in educational, leadership, and organizational environments. Enhancing collaboration can also be achieved through AI through real-time emotional and decision-making data, but human judgment will be called upon for ethical decision-making and relationship cultivation. The future work will thrive by tapping both cognitive and emotional abilities and a synergy under which technology enabling human capability.

Conclusion:

The advent of AI and automation has irreversibly steered the path to professional success toward Emotional Intelligence (EQ). While AI is doing the work of centuries past, which relied on high IQ—information processing, coding, and diagnostics—human abilities like empathy, creativity, and moral judgment have become an utmost priority. Emotional intelligence is becoming the differentiator in leadership, teamwork, and employee motivation, and as such, is becoming a highly sought-after trait in the workplace. While IQ remains a prerequisite for most technical and specialized roles, the rising need for human-centric professions like coaching, counselling, and leadership suggests that EQ is quickly becoming a differentiator in the workplace.

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