



# Understanding Diverse Cultures and Impact of Spirituality on Growth of Global Businesses

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## INTRODUCTION

People are born, raised, and educated in different places and times, which is why we see such cultural diversity in the world. The impact of both culture and spirituality on almost all aspects of their life is evident. Religion is as old as human civilizations and often shapes a community's lifestyle and culture, which, in turn, shapes the spiritual mind. While religion has always had an enormous impact on the conditioning of thoughts, spirituality is something far more personal. The two concepts are often confused due to an overlap between them. Religion is a personal set or institutionalized system of religious attitudes, beliefs, and practices in the service and worship of God or the supernatural. Spirituality, on the other hand, connotes an experience of being connected to something larger

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than the self. Spirituality is a part of religion yet is far more open than religion. Religion is about faith, the unconditional acceptance of religious teachings. Spirituality, on the other hand, does not dismiss faith, yet it focuses on direct experience of the soul or divinity (Brady, 2020). Spirituality is that belief that there is more to life than the self or the material, while religion attempts to give the exact form to this belief (Dawson, 2018).

Spirituality embodies personal values of honesty, integrity, morality, and ethical behavior toward one's self and others, offering something to benefit the good of all (Brady, 2020; McLaughlin, 2009). Beliefs, formed as a result of age-old conditioning, have always led an individual to rigidity. Spirituality brings about a fundamental appetite for learning, the actualization of self, and a sense of connectedness with the world and those within it. Spirituality is far more inclusive and reflects on every aspect of life. It promotes awareness outside of the self and brings about methods and processes which enable an individual to change for the better, and in so doing, seek positive social change.

The new science of Epigenetics again proves the very point of the cultural and societal beliefs and its impact in shaping the mind of an individual (Lipton, 2005). Space, which inhibits them eventually, exhibits through them. Inner belief systems are the most fundamental governing factors which make people express the way they are. Both spirituality and culture have a pivotal role in shaping the inner side of a person, which ultimately compels them to have a drive for excellence or mediocrity. Preventive medicine, as of now, is only concerned with the health of the human body. It should be a mandatory part of learning curriculums in all organizations that the health of the human mind and soul is inexorably connected to the health of the body. Such a shift in understanding would help set any organization on the pathway to managing things in a much more ethical and holistic manner. Spirituality, as a subject, deals with space and harmonizes the same by working on individual spiritual minds. Hence, the inclusion of any process about the wellbeing of individuals results in much more refined actions.

With the unprecedented situation of the COVID-19 pandemic, the world needs to take a fresh look at the role spirituality places inside and outside of the workplace. We live in an age where physical amenities, if taken away, would have a serious negative impact on a person's psychology and well-being. The lockdown scenario was one such instance when the vulnerabilities of isolation from other humans were painfully

evident. Cases of reported domestic violence were rampant; economics and life, in general, were in jeopardy. There is, therefore, something fundamentally incorrect in the way most people look at life. A pandemic like this calls for a significant change in almost all systems helping us to sustain a meaningful life. The focus of the world has suddenly shifted from success to survival. Revising the world order in which all living creatures can grow and thrive should become a focus of our lives and work environments.

### SPIRITUALITY: THE BASE

To treat spirituality as an abstract subject would be highly inappropriate. Although spirituality is often perceived differently by individuals and cultures, a common thread is the notion that the individual spirit is connected to a universal consciousness; an awareness of the interconnectedness of things, and the sense of a higher power or purpose to our lives. If we understand faith in the light of modern physics, we become spiritual. Spirituality forms the very basis of our existence. As proclaimed by none other than Einstein, energy and matter are simply different manifestations of the same thing. The unseen energy of our existence, or spirit in religious terms, forms the basis of all life. Spirituality is, therefore, the basis of all systems existent on this planet. Negative emotions like selfishness, greed, ego, jealousy, and attachment, leave the spirit unfulfilled and in conflict with the universal sense of what is right and wrong, and the notion of what defines ethical and moral behavior.

The feeling that there is more to life than simple survival, that there is more to work than the generation of profit, is born of spirituality. This notion has led to the concept of the “triple bottom line,” defined as “people, planet, profit” in that order. In terms of business, employees and the environment are as important as economics (McLaughlin, 2009). A poll taken by USA Today found that 60% of those polled say workplaces would benefit from having a great sense of spirit in their work environment. This sense of “spirit” often noted as embodying personal values of honesty, integrity, accountability, respect, justice, service, trustworthiness, and good quality work, all of which comprises the sense of spirituality. Where religion emphasizes belief, spirituality focuses on how values are applied and embodied (McLaughlin, 2009).

The idea to incorporate spirituality as a process would be to retain piousness in the work processes. Spirituality is an inherent human quality

and it needs to be recognized as part of all processes since we have, as a civilization, matured past Maslow's basic needs to the higher level of self-actualization. The ethical and moral issues faced by modern businesses would be more easily resolved within an individual if they were acting in alignment with their spiritual self. The guiding light within every individual would help them settle and reflect on their own actions. As individuals would become more and more sensitive, workplace and environmental policies would be paid due consideration. Activities, whether large or small, would be combined with the right intention to become positive action (Activity + Intention = Action). The accidental nature of the world needs to be converted to conscious action. Every individual on Earth, while enjoying their life, needs to carry out their responsibilities with the utmost sense of love, care, and consideration. The element of competition would still exist, but the goal would be to decide toward the benefit of all, not just the corporate bottom line.

The benefit of the multitude of products and services provided around the world is offset by what it sometimes takes to produce those products or deliver those services. Mitroff and Denton (1999) cited the CEO of a highly successful, mid-sized furniture manufacturing business who indicated dismay at the realization the chemicals he used to manufacture and treat the furniture he created were highly toxic and extremely dangerous to the environment. While trying to change these dangerous chemicals to ones more friendly to the environment, he indicated the conflict between his actions and his spirit created a feeling of a spear in the middle of his chest that he struggles every day to pull free. Another CEO, this time of a nonprofit business, opined, "All organizations, for-profits as well as not-for-profits, need to learn how to harness the immense spiritual energies of their members if they are to become ethical *and* profitable over the long haul. Any organization can make money in the short run by exploiting and mistreating its employees, but if it wishes to be profitable over the long haul, then it needs to learn how to become spiritual" (Mitroff & Denton, 1999). The non-spiritual concept of profit at any cost provides comfort for the few and a great deal of struggle for the many.

## THE UNIVERSALITY OF HUMAN EXISTENCE

Human sense more than their physical selves; they have an innate sense of being more than the sum of their physical parts and a connectedness to the physical and spiritual world. The experience of human life

cannot be comprehended by the study of biology alone. To achieve self-actualization, they need inner growth and understanding, and a sense of purpose. Technological advancements and novel inventions for their comfort at the cost of others and the environment must give way to a new normal, where there is a balance between comfort, convenience, and universal benefit without harm to the world in which we live. This new direction needs to keep in mind the whole of the ecosystem, workers, stakeholders, and the organization. Organizational leaders, workers, and owners want to feel a sense of pride in not only what they produce but how they product it. Spirituality makes one inclusive, taking a broad perspective in all decisions, personal and organizational to ensure the well-being of everyone involved or impacted by their actions.

The spiritual mind comprises the intellect, consciousness, and emotional responses. To burst a common myth regarding human existence, there is a difference between the subtle aspects and the gross ones. For example, a brain is not equivalent to the intellect; the intellect is the ability of the brain to keep and process information. Although biochemical actions make us believe the heart is the center of emotions, it's not; emotions are born from the spiritual aspect that senses compassion, empathy, sympathy, anger, joy, grief, and love. Although scientists have studied emotions, they do not agree on what they are or how they can be measured. They agree that emotions have physical and physiological components, and that they are the result of subconscious action in the cortex. The spiritual aspect of the mind is, therefore, currently beyond human measure, although each of us experiences emotions every day.

The influence of the place we are born, the culture we follow, and the people we meet should not be underestimated. Our spiritual development is based on our experiences, both mental and physical. The people with whom we associate, the businesses we engage in, the way we are treated by others, and the mores of the culture or subculture to whom we belong all serve to mold our spiritual self. What we practice, we become. If we associate with criminals, a part of us rationalizes criminal behavior; if we associate with those who seek to improve society in a selfless manner, we too will act selflessly. However, if we are cheated or mistreated, our sense of justice may darken our spiritual perception and turn our focus toward revenge. Yet even in those times of dark thoughts, the inner core of our spiritual being knows what is right and what is wrong; whether we choose the angel or devil on our shoulder is up to us.

The application of these concepts should translate into organizations that understand these influences and the possible repercussions to their workers and society. The more senior managers and leaders are in tune with their spiritual “rightness,” the greater the chance their employees will align themselves with positive behavior. The more positively the organization treats its employees, customers, and society, the more profitable it becomes. A 1999 Vanderbilt University study found low-polluting companies financially outperformed their high-polluting counterparts 8 out of 10 times. Whole Foods was ranked one of the top 100 companies to work for nine straight years. Its CEO stated that stakeholder interests were less important than those of their customers and workers. Rather than having executives that make hundreds of times the salary of their workers, they capped those salaries at 14 times the average worker’s pay. Co-President Walter Rob summed it up by saying, “We’re not retailers who have a mission—we’re missionaries who retail” (McLaughlin, 2009). *Business Week* magazine reported research by McKinsey and Company in Australia that found improvement in productivity and a reduction in turnover for companies engaging in programs that include spiritual techniques for employees. Mark Orlitsky and Sara Rynes reviewed studies spanning the last 30 years and found a significant relationship between socially responsible business practices and profitability (McLaughlin, 2009). A study done at the University of Chicago found that companies that had a defined commitment to ethical principles are more profitable than those that do not make ethics a key management principle (McLaughlin, 2009). These and other studies show a direct and positive relationship between companies that embrace and incorporate spirituality toward environmental stewardship, positive social impact, and ethical standards and their corporate profitability.

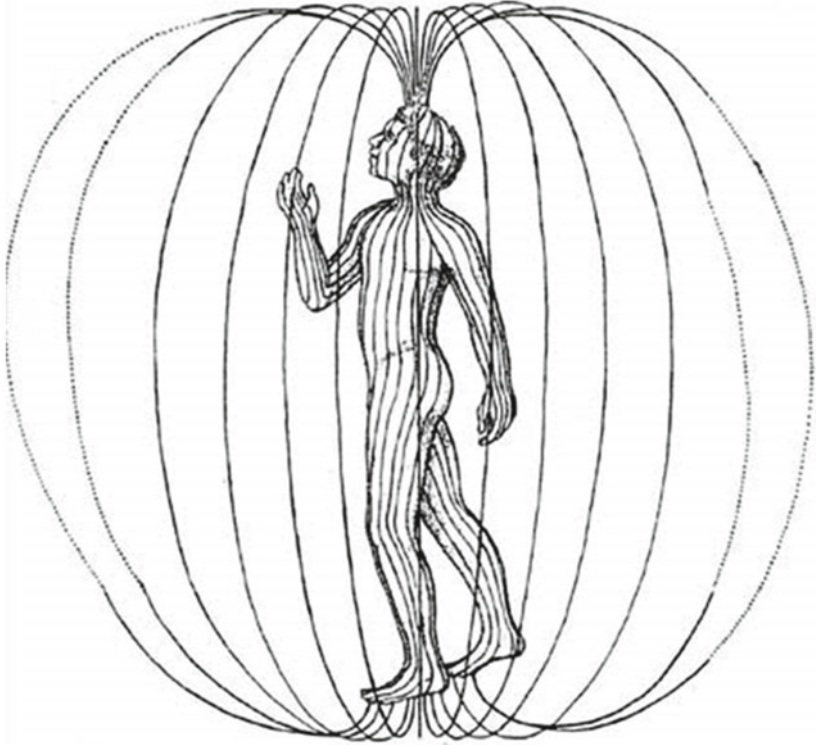
World governments and corporations may not truly realize the immensity of their potential. For eons, they have been measuring the capacity of machines and labeling them as underutilized or over-utilized, while ignoring the capacity of the spiritual self. The more people discover their potential, the better it is for themselves and any organization to which they belong. People need to sense value in what they do, what they contribute to the world, and in how they fit into the gears of society. Likewise, customers need to feel the products they purchase, the goods they receive, or the service provided has value to them, without harming others in the process. Nike saw a 27% drop in earnings when their sweatshop conditions and slave wages paid to overseas workers were

exposed to the public. 39 percent of US investors indicated they always or frequently check on business practices, values, and ethics before investing, and Domini 400 Social Index companies (socially responsible, triple-bottom-line companies) outperformed the S&P 500 between 1999 and 2009 (McLaughlin, 2009).

Management should be more than a set of principles; it should be the continuous process of discovery, improvement, and development. The growth and expansion of a company should consider inner and outer aspects, resulting in a benefit and prosperity for all. For centuries, workers have been treated like slaves (wage or actual). Initially, they were made the slaves of other human; later, they made them slaves of machines. With all the technological advancements and comforts we have, people are more focused on using smart devices, than discovering the very profound potential that lies within them. The universe does not have a clock, nor a calendar. These are the shackles and constraints in which we have trapped ourselves, neglecting the higher dimensions of life and resulting in stress and management issues. Once we learn to explore and fully utilize that which is already within us, many earthly matters would seem more manageable and more easily resolved. It becomes crucial for businesses to realize what it means to be human.

Case study: “According to Superstring Theory, the universe consists of 10 dimensions, including our 3-dimensional physical universe, time as the 4th dimension, and six unobserved dimensions compacted - or curled up - in elaborate, twisted shapes called Calabi-Yau manifolds” (Superstring theory). The role of a mind is to shift to the realms of such higher experiences, which ultimately are beneficial for their routine, mundane matters. We discard the old and embrace technological advancements as they come our way. We need to do the same with our understanding of the spiritual mind. The more we reach for the higher dimensions it touches, the

more easily we will be able to handle our problems and execute our tasks



(Picture credit: <http://www.soul-guidance.com/lft/aura.htm>)

The spiritual mind is capable of merging and mingling with just about anything with which it contacts. We all are vibrating beings and the space around us has a huge impact. Hence, the study of culture and the role of spirituality in shaping spiritual minds become essential.

## HUMAN POTENTIAL

Humans have progressed because of countless technological innovations. With each change, the level of comfort enjoyed is higher. Here is where spirituality helps us to find both our inner peace and prosperity. A person may succeed materialistically and socially yet suffer ill-health if they fail to find inner satisfaction and peace of mind. We see very successful people suffering from heart diseases, blood pressure, or diabetes. Many people



and medial workers recognize the correlation between mind and body. Happy individuals tend to be healthier and maintain functional families, a friendly workplace, and enjoy the benefits of society and social interactions. Aminpoor and Naghadeh (2014) argued that happiness promotes hardiness, which is considered a variable in reducing mental and physical diseases. “People’s emotional, mental, and spiritual states are closely tied-in with their physical being; which is why so many illnesses and ailments are classified as ‘psychosomatic’ – meaning that the body reflects the turmoil was going on inside a person” (Tuinman, 2009).

People are not just a resource; they are the *source*. Companies comprised of people spiritually aware exhibit behavior synonymous with spiritual-based morality, ethics, and awareness. The more self-aware the employees, the more self-aware the company, which is simply the combination of all its parts. The impact of one right person’s character can easily have a soothing effect on the space around them. They can also be susceptible to evil influences of selfishness and greed, yet they can also be directed toward the positive. Companies in transformation will experience a tipping point, where a sufficient number of spiritually aware employees are sufficient to change the direction of the entire company, and in so doing, accelerate the transformation. Once an individual discovers methods to strike unison with their nature, the factor of time and space becomes a subset of their ability and, eventually, the actions.

Spirituality does not exist apart from the individual, just as breathing only exists within the individual. The spiritual quotient (S.Q), which encompasses the intelligence quotient (I.Q) and emotional quotient (E.Q), needs to be applied more often than not. The following excerpt will serve as a useful reference point:

Spiritual quotient (SQ) is becoming important in business organizations; it is gathering momentum in companies such as Ford, Nike, Boeing, AT&T, Reckitt Benckiser, Wipro, Dabur, Tata Tea, Lotus, Taco Bell, etc. It looks as though a kind of spiritual revival is sweeping across the corporate world, and companies are laying emphasis on Spiritual quotient (S.Q) in addition to intelligence quotient (I.Q) and emotional quotient (E.Q). Organizations understanding the importance of employers and employees trusting each other so that the customers also trust them. Building a strong organization on the foundation of mutual trust is most important to sustain in the VUCA world (volatility, uncertainty, complexity, and ambiguity). Stress management has started becoming a major KRA (key result area) for most organizations. Spiritual gurus like Sri Sri Ravi Shankar of Art of Living,

Devdutt Pattanaik, Swami Sukhabodhananda of Prasanna Trust, Sadhguru Jaggi Vasudev of Isha Foundation and others are invited by corporates to enhance spirituality at the workplace. Organizations are realizing that there is a need to allow other people's spirits to be nourished and change a workplace from merely being a place to earn sufficient money to a place of creativity. (Hattangadi, 2018)

We are experiencing an avalanche of information; at no other point in history have we been able to gather so much information and process it further for application and discovery. However, the appropriateness of the data is never really censored, which can render the spiritual mind corrupt and inefficient. We know what is right or wrong, and yet we often choose what is wrong for a variety of reasons, later to rationalize our decisions even though our spirit knows we made an inappropriate choice. We are human, after all, and as such need to be aware of our failings and strive to better ourselves as much as possible, realizing that perfection is unattainable. The best we can hope for is the best we can consciously do, and if we are tuned-into our spiritual selves, the way to bettering ourselves will be far easier. It is not how often we fall, it's how often we get back up and get back on the right path.

The spiritual quotient (S.Q.) will always overrule and override the E.Q. (emotional quotient) and I.Q. (intelligence quotient). A leader, in charge of any organization, should explore his spiritual self to the highest possible level. The awareness, not just focus, would ensure that such a leader is addressing the various emotional, mental, and intellectual needs of his subordinates. Such an elevated leader naturally becomes more capable of handling difficult situations. To be able to command in a natural and not a coercive way, should be the only way.

## DIVERSE CULTURES

Organizations must interact with people from different parts of the world, who belong to diverse cultures, practice various religions, and speak different languages. In a globalized business the variance in ethnicity is more expected, yet even in local businesses those differences are evident due to a mixing of cultures resulting from the freedom and ease of modern travel. Whereas we need to enjoy the uniqueness in the world and its diverse cultures, we also need to be cautious to avoid friction

that may just occur in the workspace when differences are misunderstood, unappreciated, or not tolerated. Variance in ethnicity, culture, or race is never really the issue. The fundamental problem is almost always within the individuals and the way they have been indoctrinated by their culture, parents, friends, and media. Some may wish the world were less diverse, more homogenous. Those who feel this way are possibly ignorant of the benefits realized by embracing the positive variations in perspective. Cultural intelligence is a measure of a person's understanding and respect for cultural diversity.

The spiritual mind is the subset of the family culture, which again depends on the society at large. We all subconsciously pick up things from the space around us. This whole complex phenomenon shapes what we call the spiritual mind. The programming of the Spiritual mind, to clarify one more time, is the conditioning rendered by the societal groups. There should be no shame in learning new things while remaining connected and appreciative of the old. With the world trying to cope with the COVID-19 pandemic, it becomes even more essential to study the diversity in cultures. The cultivation of a mindset throughout generations which is insensitive toward other living creatures is something needed to be looked at by all. The human race has been endangered by the very research labs meant for saving them. Humankind has drifted far away from nature and we would be well advised to encourage organizations to consider their impact on our environment. It does little good to live in palace purchased at the expense of the land it sits on, the air surrounding it, and the water that nourishes it.

## COMMON BUSINESS GOALS, CURIOUS MINDS

In general, most businesses offering goods or services, whether for profit or otherwise, are referred to as organizations. The goals of most organizations are the same; increase profits and market shares. However, organizational employees may have different goals and measures of success. The goal for organizational leaders is to develop an organizational culture that shares a common ground for the organization, its stakeholders, and its workers. This is where the spiritually tuned leader should shine. There exist common goals that will promote the triple-bottom-line of people, planet, and profit. These elements are not mutually exclusive and if it takes a minor reduction of profit to increase worker satisfaction and decrease adverse environmental impact, then it is a fair

compromise. The word “profit” does not have to mean “at the expense of all else;” it simply means the organization will operate without a loss. When employees are aligned with the organization’s culture, its goals, its measures of success, they show it in increased productivity, retention, and general attitude toward life and the organization. Workplace spirituality (WPS) focuses on meaningful work, sense of community, and a sense of value in the organization (Hassan, Nadeem, & Akhter, 2016).

With the COVID-19 situation creating sad havoc around the world, we owe much introspection as regards all the old systems in operation. The whole premises on which the way the businesses have been conducted until now needs to be revised. Globalization still stands a possibility but with a different outlook. Large manufacturing hubs and capitalized industries may end up becoming a thing of the past. Small, cottage industries may become the model for the future, even if they are subsidiaries of larger organizations responsible for the assembly of their components. A tiny organization, occupying little space, employing lesser individuals still stands a chance to become an export-oriented unit. One large company, with its extensions all over the world, may not suit the post-pandemic landscape. Instead, larger organizations may need to have tiny hubs across cities that can produce goods and also employ many people at the same time, but at locations distant from each other. Glocalization, where products and services are designed to benefit local markets while also being distributed on a global level is becoming the new cottage industry model and is gaining proponents throughout the business world (Svensson, 2001).

Traditional cottage industries and handicrafts still continue to play a crucial role in the economies of all Asian countries. They not only constitute major manufacturing activities in themselves but are also often the only available means to provide additional employment and raise the level of living for both rural and urban populations. The notion of rural and urban, however, is obsolete; the world needs small localized businesses replicating a model of both commercial and human excellence, especially since they are more likely in tune with their spirituality or more likely to develop a critical mass of spiritually oriented thinking within their smaller company.

## THE ALIGNMENT WITH MILLENNIALS

Perhaps biggest challenge for any organization is to recognize the differences between the older and the younger generations. Even organizations that believe they have a homogeneous workforce may be surprised at the significant differences between the generation in charge of the organization and those in subordinate positions. The difference between the way each generation perceives the value of work and company loyalty is especially different. So too is their perception of self-actualization and personal fulfillment. Where older generations feel hard work and longevity with a company is a measure of success, younger generations are less likely to commit long-term relationships with a single company and value time away from work more than increases in salary. Since these perceptions are ingrained in these generational cultures, it is often difficult for each culture to understand the perspective of the other. The speed of technological advancement is also shortening the span of each generation, increasing the generational diversity within each organization at an increasing rate. Thus, each new generation finds it increasingly difficult to deal with the generations a few steps behind them.

### *Millennial Characteristics*

As expected by their birth years, the millennial generation makes up the fastest-growing segment of the workforce. As companies compete for available talent, employers simply cannot ignore the needs, desires, and attitudes of this vast generation. As with each generation that preceded it, millennials have come to be defined by a set of characteristics formed mainly by the world and culture they grew up in. Whereas older generations were born at a time when hard work and long hours were the mantra to success, millennials grew up in a time of less stability in the workforce, yet in a time where there was more time for introspection and the development of the spiritual self. As such, they are tech-savvy, family-centric, team and achievement oriented, more accepting of workplace diversity, and prone to job-hopping (Kane, 2019). Their resumes suggest they look forward to shifting jobs every two to three years. If a position fails to meet their emotional needs, they'll simply move on.

Members of the workforce, belonging to this, later, or previous generations, need to be inducted in the organization smoothly. This requires understanding, appreciation, and tolerance of all parties. The current

generation is vulnerable at the emotional level and can get disturbed very easily. Their education and independence are on the high side, meaning they may not accept things just as they are presented. They somehow find it difficult to follow any kind of hierarchy, feeling a sense of equality based on human value rather than position. It has been noted that they often approach their hierarchical superiors as equals, which frustrates the older generation who find hierarchies necessary and a sign of achievement and worth. Again, all involved need to understand and appreciate the differences in perspective, finding ways to leverage the differences rather than oppose or ridicule them.

Abraham Maslow had suggested in his “hierarchy of needs” model that as nations and their populations became abundant, their spiritual hunger would become robust. Maslow’s perception of self-actualization related directly to the sense of spiritualism (Neck & Milliman, 1994). In the changing world and its markets, which are strongly characterized through globalization, we see volatile environments and shorter product life cycles. We also see organizations breaking the rules and laws of the land. In a chaotic world, people are looking at spiritualism as a key to resolving complexities. Perhaps the most common basis of modern spirituality is just a mystical sense that the universe is in some way meaningful and compassionate.

## METHODS TO INTEGRATE

The spiritual mind is the software to the body’s hardware. The spiritual mind’s software is not made of stable code, it is constantly learning, expanding, and changing. While we know how to keep the body clean, we often neglect doing the same for the spiritual mind. Some spiritual awareness techniques should become part of a person and organization’s daily chores. Before engaging in any activity, people and organizations should reflect on what they are about to do and how they feel about the path they have chosen. They should feel fresh, relaxed, and connected to their core, as spirituality and its related processes will help enhance their performances. Any work done without the alignment of mind and purpose would only mean activity and not action. The objective of any organization should be to accomplish significant tasks with people who are calm, composed, and cooperative. The more cohesive the unit, the much-refined the outcome.

There are three different aspects to be managed in any workplace or home; the intellect (where imagination occurs), the spiritual mind (where thoughts occur)/, and the emotions. The organization of these three has been taught by sages from different cultures. Aligning these three should happen before proceeding with any project. Part of this is the reduction of stress, which the World Health Organization previously named as the health epidemic of the twenty-first century. Here are a few instrumental techniques to accomplish this alignment.

### 1. Emotional freedom technique or the *tapping* solution

Tapping is also known as EFT (Emotional Freedom Technique). It is a powerful holistic healing technique that resolves a range of issues. It's based on the combined principles of ancient Chinese acupressure and modern psychology. The basic Tapping technique requires you to focus on a negative emotion at hand. This can be a fear, a worry, a bad memory, or any unresolved problem. You do this while maintaining your mental focus on this issue. Then you use your fingertips to tap 5–7 times on 9 specific meridian points of the body:

1. Top of head;
2. Eyebrow;
3. Side of the eye;
4. Under the eye;
5. Under the nose;
6. Chin below the fold;
7. Collarbone;
8. 4 inches under the arm;
9. Mid-pectoral muscle.

Tapping on these meridian endpoints, while addressing the root cause of distress, sends a calming signal to the brain. This allows you to feel relaxed and in control. A research study showed that tapping lowered the stress hormone Cortisol by 43% and PTSD symptoms by 52% (<https://www.thetappingsolution.com/>).

## 2. Transcendental meditation

Transcendental meditation is a simple, effortless procedure practiced for 20 minutes twice a day. This keeps their mind in a positive and empty state where they can relax completely. This eventually enhances performance in any field as it enables the meditator to focus easily. It also reduces stress and the number of hours taken for rest. The benefits of this technique have been proven scientifically and are endorsed by some doctors in the USA. It keeps unnecessary imagination and thought process under control (<https://www.tm.org/>).

## 3. Yoga

Yoga is a spiritual tradition that began in India about 5000 years ago. Historically its practices have been adopted by such religions as Hinduism, Jainism, and Buddhism. However, the practice of yoga is compatible with any religion, as well as atheism. The word yoga means union in Sanskrit. Many of the yoga traditions believe that the practices of yoga lead to the union of a person with his or her true nature, or with God or the universe (however one wishes to conceptualize it). How this is interpreted, and the means employed to get there, differ in the various yoga traditions. (<https://www.takingcharge.csh.umn.edu/yoga>)

## 4. Reiki

Reiki is a form of alternative therapy commonly referred to as energy healing. It emerged in Japan in the late 1800s and is said to involve the transfer of universal energy from the practitioner's palms to their patient. Energy healing has been used for centuries in various forms. Advocates say it works with the energy fields around the body. Some controversy surrounds Reiki, because it is hard to prove its effectiveness through scientific means. However, many people who receive Reiki say it works, and its popularity is increasing. A Google search for the term currently returns no less than 68,900,000 results. A 2007 survey shows that, in the United States (US), 1.2 million adults tried Reiki or a similar therapy at least once in the previous year. Over 60 hospitals are believed to offer Reiki services to patients. Whether there is a scientific basis for its therapeutic results, or the results are based on the belief that results will be obtained from the



practice, the sense of gaining positive energy has the same effect on the human body (<https://www.medicalnewstoday.com/articles/308772>).

Regardless of which method or methods chosen, if made a part of daily routine, a training and development program would provide an option for those who wish to reduce stress, increase their sense of inner peace, and improve their daily outlook. It would enhance the receptivity of the employees and enable them to grasp things in a much better way. The ethical, moral, and social constraints also get dissolved gradually as an individual becomes more and more aligned with his nature. To obey the law and to cooperate with colleagues becomes the new normal. Rules can be implemented and enforced, but ethics and morals supporting ethical and moral behavior must result from the inclusion of spirituality in the workplace.

## CONCLUSIONS

Running a business or managing any aspect of life is fundamentally an exchange of energies between two individuals or a group of people. This exchange of energy can be beneficial or detrimental, depending on how much care is taken into the process. Spirituality helps in dissolving undesirable patterns of behavior, and spirituality in the workplace fosters a sense of worth within the individual and the organization. Previously, the inner or spiritual self, the emotional, mental, and intellectual, were left up to the individual to change or develop. We need to understand that spirituality is not something that can be turned on and off, it should not be left at the door of the workplace, and including it in how business decisions are made ultimately results in a benefit for the workers, the organization, the customers, and the environment. As such, organizations must realize and accept their role in assisting the individual in developing and realizing their spiritual self and the benefits to be had in doing so. Including programs to bring about a qualitative change in an individual should be part of the business development strategy as it will ultimately affect the company's image, profit, and sustainability. Organizations would grow if they consistently worked on individual development and maintained alignment between the worker and the workplace. Organizations wanting to compete in the modern world and become global must recognize the need to enrich the spiritual mind of the individual and the organization. Globalized entities are the ones who end up learning their lessons well by

succeeding or failing as a result of competition with other organizations that embrace the concept of developing the spiritual mindset.

Spirituality is not the enemy of profit; it should be the guide by which profit is created without unnecessary harm to people or the environment. The induction of spirituality with the intention of smoother operations will promote positive social change and improvement of the environment as a whole. Change in the one would bring about a difference in the whole. Spirituality has the power to bring about this inner change. Instead of behaving like machines, people would express themselves as self-actualized humans who care about others and their environment.

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