

# Emotional Intelligence & Project Management

presented by  
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? Traverse Management Consultants Pty Ltd April 2004



## Outline

This session will provide details on:

What Emotional Intelligence (EI) is

Why it matters

Ways to measure

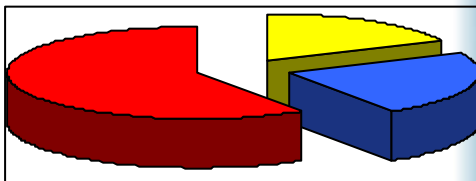
How to improve your EI

Application in project management

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## Intelligence



■ I. Q.  
■ Technical Skills  
■ Emotional Intelligence

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## What is Emotional Intelligence?

Is motivating ourselves

Is recognising feelings

Is managing our emotions & relationships

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## What Emotional Intelligence is *Not*

**Not** giving 'gut feelings' complete control

**Not** always being nice

**Not** 'set in stone'

**Not** letting 'everything out'

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## Emotional Memory

'Our reservoir of wisdom and judgement'

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## Why does EI matter?

Technical Skills ?

IQ ?

Emotional Intelligence?  
**YES!**

## Emotional Competence...

*'...requires us to be able to negotiate through the emotional undercurrents rather than being pulled under by them'.*

Goleman, 1998.

*With self-awareness comes the opportunity for self-improvement*

## So how do we measure our Emotional Intelligence?

*one way to do this is through 'testing'.*

**'None of us are as smart as all of us'**

Japanese Proverb

## Social Competencies

Empathy towards others

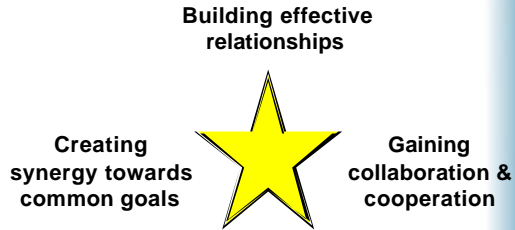
Developing others

Recognising & meeting peoples needs

Political awareness of the organisation

Leveraging the diversity of others

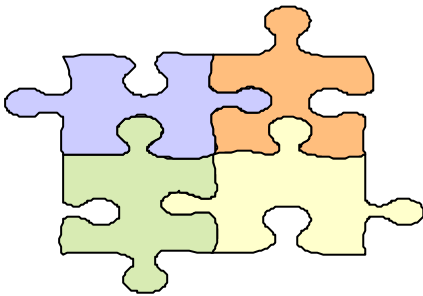
## EI Project Star Performers



## Managing people through EI

- Clear communication
- Effective persuasion and influence
- Identifying and overcoming conflict
- Inspire and provide Leadership
- Initiating and managing project change

## How can we improve our people?



## Developing People

Existing habit with a better one

Training and practice over time

Provide ongoing Support

Emotionally Intelligent Leadership

## How do I apply EI?

*Now that I know what Emotional Intelligence is and understand its benefits, how do I apply it?*

## Applying EI

Understanding competencies for the job

Create self-awareness & assess with care

Make change Self-directed

Gauge peoples readiness to Change

Give support & provide feedback

Encourage them to practice & apply

## Summary

Emotional Intelligence is:

**Capacity to recognise our own feelings  
and those of others**

**Managing our emotions and our  
relationships**

**Greater value than technical skills  
or I.Q. alone**

**About ongoing development**

## Conclusion

*Emotional intelligence is the key to  
interrelating effectively. Applying it  
effectively within a project management  
environment will deliver real benefits.*



***The End***