

## HOW TO IMPROVE YOUR PROJECT RESULTS USING EMOTIONAL INTELLIGENCE

Course Code: CH314E

Duration: 7 hours

Credits: 7 PDUs

### Course Description

Participants will learn to harness Emotional Intelligence (EI) by identifying, understanding and managing their own emotions to improve the project environment and project results. Participants will gain valuable insight to improve their own abilities to assess and control their emotions as well as those of other project team members and project stakeholders. Individual exercises combined with interactive group discussions, team workshops and role play will offer participants dynamic opportunities to leverage and increase their personal EI.

### Target Audience

Individuals who will benefit from this course include Project Managers/Leaders, Project Team Members, Project Stakeholders

### Course Objectives

Leveraging and increasing EI to accurately recognize emotions to promote project problem-solving and creativity and to devise effective strategies to promote positive project results.

### Course Outline

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#### Module 1: Emotional Intelligence (EI) Introduction

- EI definitions, history and terminology
- The growing importance of EI
- EI quotient (EQ) and intelligent quotient (IQ)
- EI theories and models

#### Module 2: EI in projects

- Collective project team EI
- Project team relationship management
- Expressing and controlling project emotions
- EI best practices in a project environment

#### Module 3: EI Literacy and Competencies

- Mapping words to emotions
- Identifying emotional categories
- Emotional mood management
- Competition and conflicts
- Emotional connection to others
- Personal and social EI competencies
- Self-awareness and self-confidence
- Self-regulation and self-control
- Self-motivation and self-initiative
- Social-awareness and social-skills

#### Module 4: EI Assessment and Improvement Strategies

- EI assessment measures
- EI self-assessment testing
- EI ability-based testing
- EI attribute style testing and screening
- EI Peer-assessments
- Key steps to improving EI

**Module 5: Project Team EI Improvement Activities**

- Positive team interaction awareness
- Negative trait symptom identification
- Team stress behaviour and indicators
- Team competition and conflict
- Team strengths and weaknesses
- Team decision-making
- Team values and guidelines
- Team failures and lessons learned