

IMPROVE YOUR PROJECT RESULTS USING EMOTIONAL INTELLIGENCE

Course Code: CH314

Duration: 1 day

Credits: 7 PDUs

Course Description

In this comprehensive one-day course, attendees will learn to define and harness Emotional Intelligence (EI) by identifying, understanding, assessing, and managing their own emotions while recognizing the emotions of project team members and other project stakeholders in order to improve the project environment and overall project results. Individual exercises combined with interactive group discussions, team workshops and role play will offer attendees dynamic opportunities to leverage and increase their personal EI.

Target Audience

Individuals who will benefit from this course include new project leaders/managers, project team members, managers, directors, sponsors and any other stakeholders working in a project environment.

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

Module 1: Emotional Intelligence (EI) Introduction

- EI definitions and history
- Intelligent quotient (IQ)
- EI quotient (EQ)
- EQ and job success

Module 2: EI Literacy, Theories, and Models

- Mapping words to emotions
- Johari Theory: relationship with oneself/others
- Emotional Brain Theory: limbic/neocortex
- Gardner Model: multiple intelligences
- Trait EI Model: EI personality traits/scales
- Ability-based Model: perceived emotions
- Emotional-Social Intelligence Model: mood/stress
- Goleman Model: self-awareness/regulation and social-awareness/social-skills

Module 3: EI in Projects

- Collective project team EI
- Project team and EI team dysfunctions
- High-performance teams - key EI factors
- EI and project team obstacles/emotions
- Team performance under pressure
- EI in project leadership
- EI best-practices in a project environment

Module 4: EI Improvement Simulations

- EI role-plays to simulate project environments (focus is on course EI assessment results)