Emotional Intelligence for Project Managers

Why It’s Essential to Your Success as a PM
What we will cover

✓ What is Emotional Intelligence?
✓ The 4 Dimensions of Emotional Intelligence
✓ How we “do” our emotions
✓ Tools for managing emotions more effectively
“When dealing with people, remember you are not dealing with creatures of logic, but creatures of emotion.” ~ Dale Carnegie
What exactly is Emotional Intelligence?
Emotional Intelligence is the ability to identify, assess, and manage the emotions of oneself, and to positively impact those of others, and of groups.
True or False?

Emotions are contagious
EI accounts for 85-90% of the difference between outstanding leaders and their more average peers.

Source: *Resonant Leadership*; Boyatzis and McKee, 2005
There are Four Dimensions to Emotional Intelligence:
1. Self-Awareness
• Emotional self-awareness
• Accurate self-assessment
• Self-confidence
2. Self-Management
• Emotional self-control
• Transparency
• Adaptability
• Achievement
• Initiative
• Optimism
3. Social-Awareness
• Organizational awareness

• Service
4. Relationship Management
• Inspirational leadership
• Developing Others
• Change Catalyst
• Conflict Management
• Building Bonds
• Teamwork and Collaboration
The goal is for you to build your awareness of how you’re using your emotions today.
Emotional Fitness
Your Habits of Emotion
<table>
<thead>
<tr>
<th>Anger</th>
<th>Envy</th>
<th>Calm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fear</td>
<td>Joy</td>
<td>Guilt</td>
</tr>
<tr>
<td>Happy</td>
<td>Content</td>
<td>Hope</td>
</tr>
<tr>
<td>Frustration</td>
<td>Sadness</td>
<td>Confidence</td>
</tr>
<tr>
<td>Self Pity</td>
<td>Fulfillment</td>
<td>Enthusiasm</td>
</tr>
<tr>
<td>Belief</td>
<td>Passion</td>
<td>Love</td>
</tr>
</tbody>
</table>
Which emotions do I experience consistently?
Are they the emotions I want to experience?
How We “Do” Our Emotions
Three Things:
Shifting Your Emotional State
Questions to consider...
Where in my life am I in automatic mode?
How does it impact the overall quality of my life?
Am I seen as a leader or a liability?
The Three Tools of State Change
The Three Tools of State Change

1. Focus
The Three Tools of State Change

2. Physiology/Breathing
The Three Tools of State Change
3. Language
Mindfulness
Mindfulness

being aware of our own inner experience (attuned to self), and paying attention to what is happening around us (attuned to others and the world around us).
16 Test Subjects
8 Weeks
MRI’s before and after
30 minutes of meditation a day
After only 8 weeks, each subject showed a marked increase in the size of their hippocampus, the part of the brain responsible for learning and memory.
They also showed a marked decrease in the size of their amygdala, the part of the brain responsible for fear, anxiety, stress, and anger.
We’ve covered a LOT of material today.

“I know this stuff.”
REVIEW

- EI accounts for 85-90% of the difference in outstanding leaders
- There are 4 Dimensions of EI - two related to self, and two related to others
- We “do” our emotions through focus, meaning, and action
Thank you!
Questions?
Contact me for more info

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