

The Smarts That Matter Most

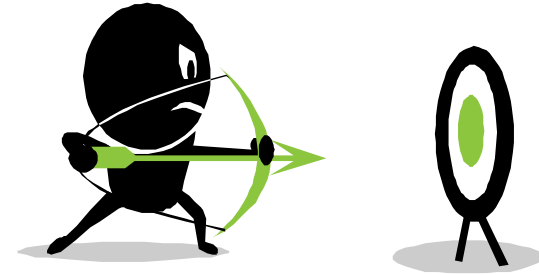
How Building Your Emotional Intelligence Drives Positive Results

PMI 2018 PROFESSIONAL DEVELOPMENT DAY

MILWAUKEE/SOUTHEAST WISCONSIN CHAPTER

OCTOBER 30, 2018

Session Objectives



Discuss what EQ is, what it isn't and why it matters

Examine individual engagement with five different composites of emotional intelligence (EQ)

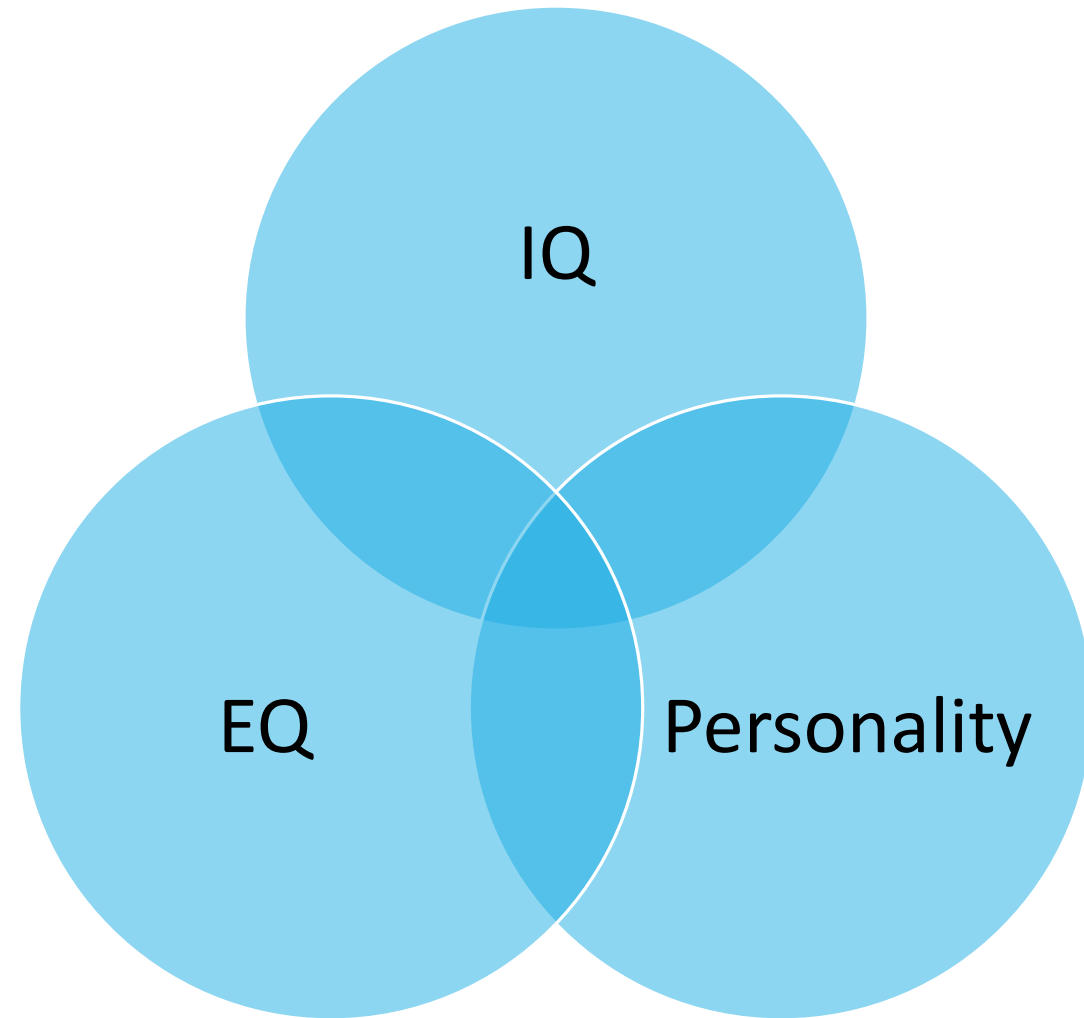
Practice applying emotional intelligence skills to realistic project management scenarios

Examine practical techniques to develop EQ skills and complete a personal action plan

What is Emotional Intelligence?



IQ, EQ and Personality



Research Findings....



No significant differences among gender, race or cultures

EQ is not permanently fixed

EQ can account for 25-30% of an individual's success

Top 5 Amygdala Triggers in the Workplace

1. Condescension and lack of respect
2. Being treated unfairly
3. Being unappreciated
4. Feeling that you are not being listened to or heard
5. Being held to unrealistic deadlines

Source: [The Brain and Emotional Intelligence: New Insights](#) by Daniel Goleman, 2011

Emotional Intelligence Defined

Emotional intelligence is a set of emotional and social skills that influence the way we perceive and express ourselves, develop and maintain social relationships, cope with challenges and use emotional information in an effective and meaningful way.

Steven Stein and Howard Book, [The EQ Edge](#)



Self-Regard

Self-Regard is the ability and the tendency for you—in full light of both your positive and negative qualities—to both like and have confidence in yourself.

Self-Actualization

Self-Actualization refers to your ability and tendency to grow and strive—to see your potential, set meaningful goals and work toward your betterment and fulfillment.

Emotional Self-Awareness

Emotional Self-Awareness relates to your ability and tendency to know what you are feeling and why. Emotional Self-Awareness enables you to tell one emotion from another and to see the logical cause of each.

Emotional Expression

Emotional Expression relates to your willingness and tendency to share, to communicate and to be reasonably transparent with your feelings.

Assertiveness

Assertiveness relates to your ability to put your needs, thoughts and opinions out into the world—even when doing so invites opposition or conflict or causes you to take a stand.

Independence

Independence refers to your ability and tendency to be self-directed in your thinking, feeling and actions—to go it alone when needed.

Interpersonal Relationship

Interpersonal Relationship relates to your ability and tendency to give and receive trust and compassion and to establish and maintain mutually satisfying personal relationships.

Empathy

Empathy is your ability and willingness to take notice of and be sensitive to other people's needs and feelings.

Social Responsibility

Social Responsibility is your ability and tendency to cooperate and contribute to the welfare of a larger social system, to have and act in accordance with a social consciousness and to show concern for the greater community.

Problem Solving

Problem Solving relates to your ability and tendency both to solve problems that involve emotions and to use emotions as an effective problem solving tool.

Reality Testing

Reality Testing is the ability and tendency for you to assess the here-and-now reality of any given moment or situation—what is actually going on—and compare that objectively to your fantasy of what is going on.

Impulse Control

Impulse Control relates to your ability or willingness to delay an initial temptation to do or say something—to filter action or expression as appropriate.

Flexibility

Flexibility is your ability and tendency to adjust your emotions, thoughts, and behavior to changing situations and conditions, to adapt—to take in new data and change your mind or approach.

Stress Tolerance

Stress Tolerance relates to your ability and tendency to live your life effectively in the face of stress.

Optimism

Optimism refers to your ability and tendency to look at the brighter side of life and to maintain a positive attitude even in the face of adversity. Optimism gives you hope and enables you to see the future as a positive, inviting place.

Happiness

Happiness is your ability and tendency to feel joy and satisfaction with the process of living—to be able to embrace all aspects of life with cheerfulness and enthusiasm.

EQ Connections



Demonstrating EQ



EQ Scenario #1

Your project team is behind schedule in meeting its agreed upon goal. As their program manager, they have asked you for an extension.

EQ Scenario #2

Your project team is establishing the deliverables and budget for a highly visible project. It becomes apparent there is little alignment among the team. A meeting after the meeting seems likely.

EQ Scenario #3

A team member is consistently late getting information to you which makes it almost impossible for you to meet your deadlines.

EQ Scenario #4

Two members of your project team are not working effectively together. Each blames the other for not being open and cooperative. Each one comes to you individually and complains about the other. Their inability to get along is negatively impacting the team's morale and overall productivity.

Developing EQ



The Journey of a Thousand Miles....

