Emotional Intelligence for Project Managers - 3 Day

PDUs - 19.5

PMI's Talent Triangle Breakdown
Ways of Working - 6.00
Power Skills - 11.50
Business Acumen - 2.00

PMI's Certification Breakdown
PMP - 19.50
PMI-ACP - 19.50
PMI-SP - 13.50
PMI-RMP - 13.50
PfMP - 19.50
PMI-PBA - 19.50

face-to-face

virtual
instructor-led

Course Description: This three-day course will focus on ways project managers can understand and use emotional intelligence in their personal lives and in the workplace. Students will be introduced to the basic concepts of emotional intelligence and will learn how to apply them to their project goals. Students will learn to evaluate themselves, their project teams, and their stakeholders. Students will be able to utilize the concepts in order to lead a high-functioning team to project success.

Method of teaching: Students will use discussion, cases, and group activities to facilitate the course.

Course Objectives:

Objective 1: Define emotional intelligence
- Define emotional intelligence concepts
- Review the history of emotional intelligence
- Identify emotional intelligence models

Objective 2: Identify and discuss the benefits of emotional intelligence for the project manager
- List the attributes and skills of an effective project manager
- Identify areas of improvement needed

Objective 3: List and define an emotional intelligence framework in project management
- Self-awareness
- Self-management
- Social awareness
- Relationship management
- Team leadership

Objective 4: Explore the domain of self-awareness
- Identify the families of emotion and emotional red flags
- Identify and explore techniques to improve self-awareness

Objective 5: Explore the domain of self-management

- Discuss self-control
- Identify emotional triggers
- Explore a process for managing emotions

Objective 6: Explore the domain of social awareness

- Define empathy and learn techniques to improve empathetic listening
- Use an emotional intelligence assessment checklist
- Identify and discuss organizational awareness
- Identify and discuss emotional boundaries
- Identify and explore techniques for improving social awareness

Objective 7: Explore the domain of relationship management

- Identify relationship competencies for the project manager
- List and discuss the steps to stakeholder relationships
- Explore relationship strategies for developing others
- Explore techniques for truth telling
- Explore techniques for managing relationships on projects

Objective 8: Explore the domain of team leadership

- Identify project team leadership competencies
- Explore communicating with emotional intelligence
- Identify and discuss methods of project communications
- Explore conflict management using emotional intelligence
- Explore project team concepts
- Discuss creating a positive team environment

Objective 9: Explore emotional intelligence on multiple/complex projects

- Identify and discuss concerns of project managers for large scale projects
- List and define different leadership styles
- Explore emotional intelligence in virtual teams