

MILESTONE

*Providing Stepping Stones
Along the Path to Success*



A WOMAN-OWNED
SMALL BUSINESS

EMOTIONAL
INTELLIGENCE
FRAMEWORK
PART 1

Recently, organizations have become interested in Emotional Intelligence (EI). Identifying how you feel, what those feelings mean, and how those feelings impact others is a valuable skill for project managers (and the whole team) to have. Applying EI to project management can create a more enjoyable, predictable, and successful project.

Strong leaders and good team members often have a high EI. Those who can self-regulate their emotions don't tend to give into impulses - they think through decisions before acting and consider what to say before speaking when disagreements arise. There are five parts to the EI framework in project management. In this *Milestone*, we'll look at the first three sections and finish it up in the next issue.

Self-Awareness

Emotional self-awareness is our ability to recognize our own emotions and their effects on us and others. It is about the here and now by focusing on what we are feeling at this moment. This can be difficult because our emotions are always changing. We may even experience a mix of emotions at the same time.

With time, we can train ourselves to recognize our emotions. Detect physical sensations connected with emotions (heart rate, muscle tightness, feeling hot/cold). Identify facial expressions caused by underlying emotions (smiles, frowns, raised eyebrows). Record your feelings through journaling. Self-assessment is about viewing ourselves accurately.

Self-Management

Self-Management is the ability to control our emotions, so they don't control us. It happens when we begin to use the awareness of our feelings to manage ourselves. Anthony Mersino says, "Individuals who don't manage their emotions in the business world are called rage-aholics and drama queens. They cause others to sigh, roll their eyes, or even leave the room in fright. It should go without saying that if you cannot manage yourself, you cannot manage others."

A key to self-management is being able to control our emotions and remain composed regardless of our emotional state through self-control. Strong self-control helps us avoid an involuntary response to an emotional situation. Identify what your emotional triggers are, i.e., the attitudes of others, hot button topics, or an illness. While these triggers are not necessarily the cause of a loss of self-control, they can serve as the catalyst. You can often reduce your vulnerability to emotional triggers by simple solutions. Know yourself by understanding what your triggers are. Take care of yourself and stay healthy. Provide self-renewal by taking a vacation. Avoid long work weeks.

Social Awareness

When you understand the emotions of others, you have a strong social awareness. This includes nonverbal perception (the ability to recognize the unspoken emotions of others through facial expressions and body language) and empathy (the ability to comprehend another's feelings and re-experience those feelings).

Be aware of how your team reacts to each other and to the work. Recognize their verbal and nonverbal communication. Understand the motivations of team members to align them with the objectives of the project. Quickly recognize and address hostility, conflict, and other negative behaviors.

UPCOMING FREE WEBINAR

APPLY EMOTIONAL
INTELLIGENCE TO
PROMOTE STRONG
TEAM INTERACTION

FRIDAY, JUNE 9

10:00 - 11:00 AM CST

1 PDU

TO REGISTER, GO TO

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SATISFIED CLIENTS OF THIS COURSE

Federal Aviation
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PDU's - 19.5

PMI's Talent Triangle Breakdown

Ways of Working - 6.00

Power Skills - 11.50

Business Acumen - 2.00



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.

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

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

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

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

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



A WOMAN-OWNED SMALL BUSINESS (WOSB)



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The Mathis Group provides training and consulting that will impact the organization and individual while maintaining an outstanding reputation for success and integrity.

VALUES STATEMENT

Every person has worth and should be treated with respect.

AREAS OF EXPERTISE

- Curriculum Design
- Project Management
- Organizational Behavior and Development
- Management
- Agile Project Management
- Strategic Planning
- Executive Coaching
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- Team Building
- Emotional Intelligence
- Leadership
- Customer Service
- Supervisory Leadership
- Hybrid Project Management

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