

# MILESTONE

*Providing Stepping Stones  
Along the Path to Success*



A WOMAN-OWNED  
SMALL BUSINESS

BENEFITS OF EMOTIONAL  
INTELLIGENCE FOR THE  
PROJECT MANAGER

Emotional Intelligence (EI) was defined by research psychologists Peter Salovey and John Mayer in 1990 as “the ability to monitor one’s own and others’ feelings and emotions, to discriminate among them and to use this information to guide one’s thinking and action.” The application of emotional intelligence to the field of project management is valuable. In a project setting, the understanding and use of emotions can create a more enjoyable, predictable, and successful project. Let’s look at benefits of EI for the project manager.

***Develop stakeholder relationships that support the project’s success***

Developing relationships between project stakeholders and team members helps with gathering information, support during challenging times, and making good decisions.

***Anticipate and avoid emotional breakdowns***

Stress is common for everyone. Increasing your EI helps identify the causes for emotional breakdowns, recognize the risks for a breakdown, and develop techniques for avoiding breakdowns.

***Deal with difficult team members and manage conflict***

EI can provide the tools to collaborate with difficult people and help identify ways in which we contribute to the problem. Using EI skills aids in recognizing and anticipating conflict to deal with it before it becomes a problem to the project.

***Leverage emotional information to make better decisions***

Emotions provide us with a steady stream of information about ourselves, our team members, and our environment. This information leads to better decisions being made.

***Communicate more effectively***

EI helps us to understand ourselves as well as our team and our stakeholders. By knowing our audience, we can send a message that will be received well.

***Create a positive work environment and high team morale***

The project manager is responsible for the emotional tone of the project. Manage the project environment in such a way to create positive outcomes and high morale.

***Cast a vision for shared project objectives that will attract, inspire, and motivate the project team***

Shared project objectives are important for getting buy-in and commitment from a project team. The project manager must understand the emotions and objectives of those on the team.

EI is vital to project managers because each project is unique, projects are temporary, and the project manager has limited power and authority. The project manager must assess, understand, and manage the project team quickly and often to increase project success.

UPCOMING FREE WEBINAR

SHIFTING AUTHORITY -  
HOW PM AUTHORITY  
SHIFTS IN PROJECT  
STRUCTURES

FRIDAY, JULY 8

10:00 - 11:00 AM CST

1 PDU

TO REGISTER, GO TO

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SATISFIED CLIENTS OF  
THIS COURSE

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WEBINAR PLUS

Beginning in August, we are launching an additional resource to our monthly webinars.

*Webinar Plus* includes an outline to support project teams who use these webinars as monthly training and discussion questions to enhance the training. *Webinar Plus* will be sent out with the Zoom link each month.

## *PDU's - 19.5*

### **PMI's Talent Triangle Breakdown**

Ways of Working (Technical) - 6.00

Power Skills (Leadership) - 11.50

Business Acumen (Strategic) - 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

Explore emotional intelligence in virtual teams



A WOMAN-OWNED SMALL BUSINESS (WOSB)



Providing quality, customized training and consulting services that inspire, educate, and equip organizations to be better tomorrow than they are today.

DR. KEITH MATHIS, PMP, PMI-ACP, CSM
WANDA MATHIS, M.ED. PMI-ACP

PROJECT MANAGEMENT TRAINING

OVER 60 PROJECT MANAGEMENT COURSES REGISTERED WITH PMI

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Since 1993, The Mathis Group has been helping organizations change worker productivity and behavior.

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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

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