



Emotions Drive People, People Drive Performance: Getting Results with Emotional Intelligence

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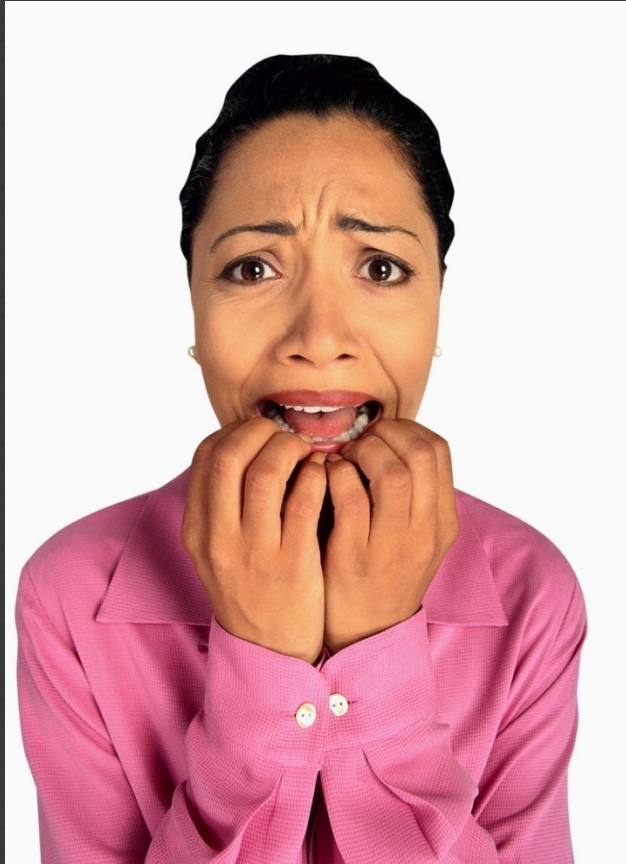
Objectives

- Define Emotional Intelligence (EQ)
- What does it have to do with project management anyway?
- Put an Action Model of EQ into practice.

Someone Who Brought Out My Best



EQ is Not...



“Being nice”

“Being emotional”

Personality

The Opposite of IQ



EQ Is...

Emotional Intelligence
effectively blends thinking
and feeling in order to
make optimal decisions
and build relationships.

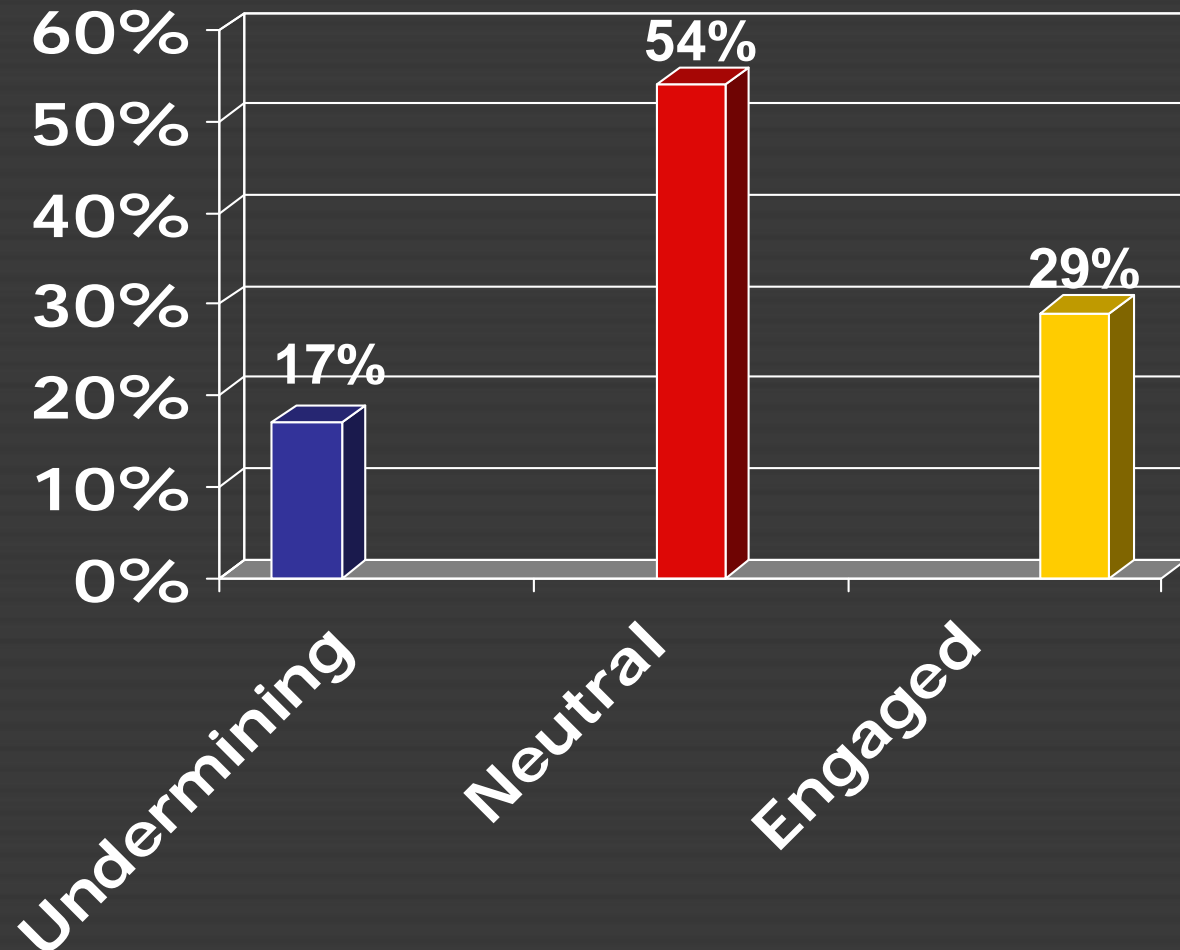
Six Seconds



Why does it matter anyway...



Engagement...



Value of Caring

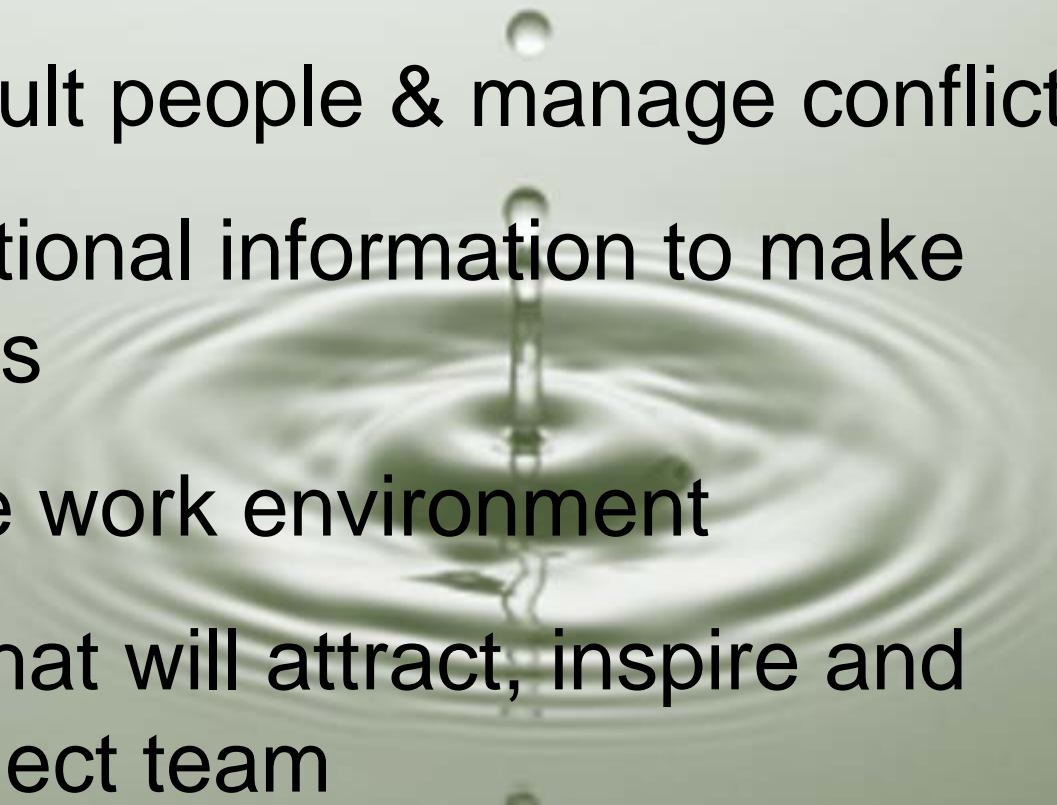
Engaged teams are...

- 50% more likely to have lower turnover
- 56% more likely to have higher-than-average loyalty
- 38% more likely to have above-average productivity
- 27% more likely to report higher profitability



Marcus Buckingham, Fortune Magazine

EQ Can...

- Develop stakeholder relationships
 - Anticipate & avoid emotional breakdowns
 - Deal with difficult people & manage conflict
 - Leverage emotional information to make better decisions
 - Create positive work environment
 - Cast a vision that will attract, inspire and motivate a project team
- 
- A water droplet is shown falling from the top center of the frame into a pool of water. The impact has created several concentric ripples that spread outwards. The background is a light, neutral color, and the overall image has a soft, slightly blurred quality.

For the PM...



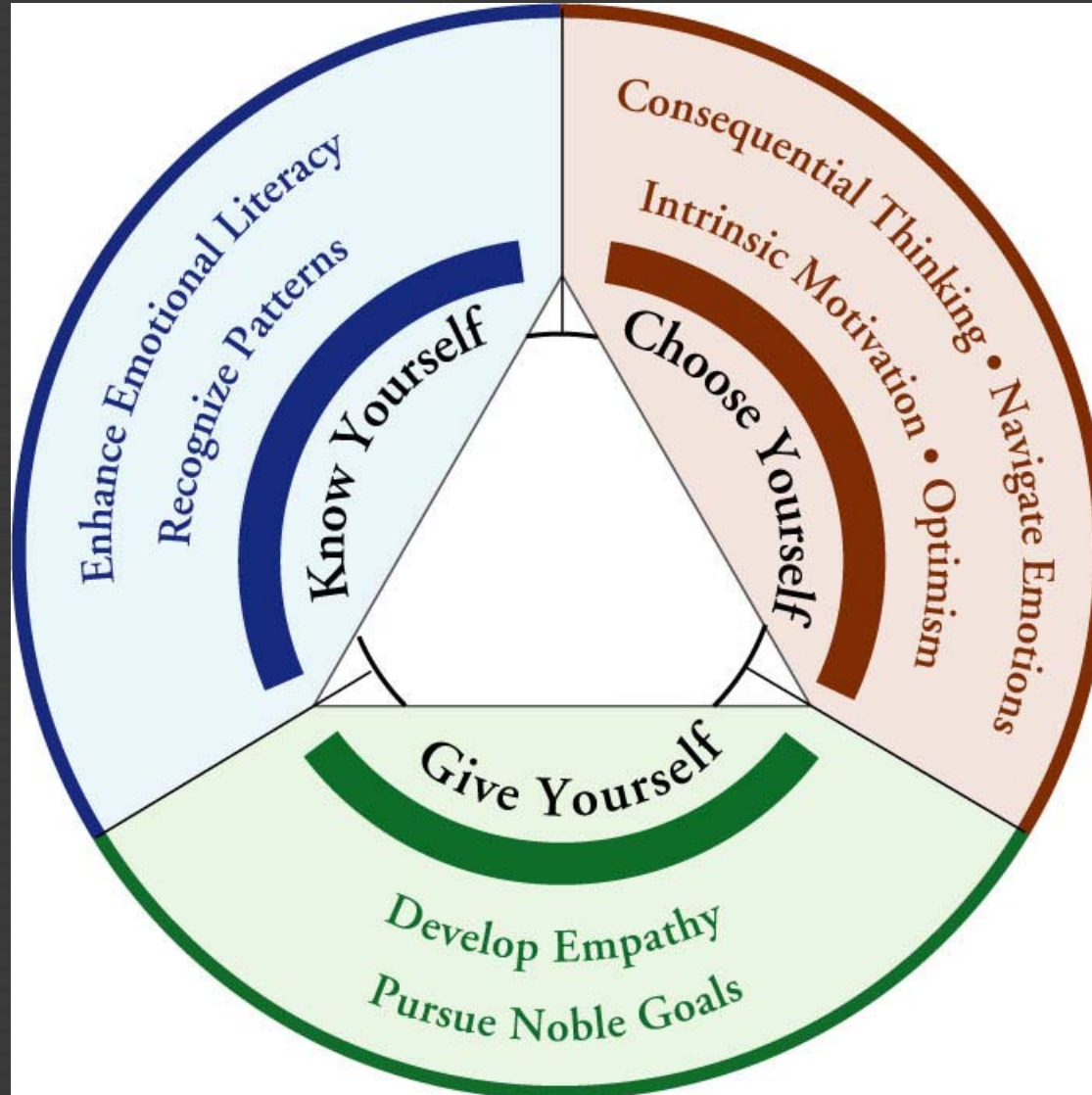
- Each Project is Unique
- Projects are Temporary
- Limited Power of a PM
- Responsible for Change

So how do I use it?

6 Seconds Model of EQ



6 Seconds Model of EQ



Putting It Into Practice

What
were you
thinking
& feeling?



What
were
your
options?

Were you being the person
you wanted to be?



What Can YOU Do?



- Ask what is the 'emotional' content /message
- Be open & Honest with emotions
- Create engaging teams
- Get Support - Use feedback & EQ coaching
- Know Yourself & Be a role model

Into Action



It starts with you

“The smartest thing
you can do with
emotional intelligence
is turn it on yourself.”

- Harvard Business Review



Final Thought

Anybody can become angry - that is easy, but to be angry with the right person and to the right degree and at the right time and for the right purpose, and in the right way - that is not easy.

Aristotle



Thank You!

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Sign Up for your **FREE EQ Strengths Report** & get entered into the drawing

“You can’t stop the waves, but you can learn how to surf”