

SeminarsWorld® Course Agenda

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Emotional Intelligence for Project & Program Leadership

Instructor(s): Sunny Faronbi, PMP

Length: 2 days

Pre-work: None

CEUs: 1.4 / See below for PDU breakdown

Level: Intermediate

Primary Topic: Communication and Presentation Skills

Subtopics: Leadership Development, Conflict Management, Influencing

Course Description:

For every project manager, knowing the “hard” skills of project management is only the beginning. The most challenging part is building proficiency in such critical areas as leadership, communication, team building, conflict resolution and negotiating for scarce resources or changes in scope. These skills contribute the most to the success or failure of any project. Project and program managers who master these skills are much more successful than those who don’t. The foundation for mastering these skills lies in understanding and harnessing the power of human emotions. This is where emotional intelligence come in.

Emotional Intelligence (EQ) is the ability to understand our emotions and those of others around us. It also includes the ability to use this awareness to manage our emotions and relationships. EQ affects how we manage our behaviors, navigate social complexities and make personal decisions that helps us achieve positive results. People with high emotional intelligence are very good at using empathy and constructive communication to create a collaborative and cooperative work environment. These group of skills are imperative for managing projects. Research has shown that EQ contributes up to 58% of workplace success.

As a project or program manager, this seminar will start you on the path of cultivating the necessary emotional and social skills that will help you motivate your teams to deliver excellent project results. You will discover how to work more effectively with your team members, including those with difficult and high-strung personalities. You will also learn how to keep your emotions in check, defuse tense situations, resolve conflicts and improve relationships within your project teams.

Prior to the seminar, you will take the world-renowned EQ-i 2.0 emotional intelligence talent assessment and receive a personalized report. With your report in hand, this interactive seminar will help you evaluate where you are, and proffer specific behaviors and skills that will lead to increased EQ. As your level of emotional intelligence increases, you will begin to align yourself with opportunities that will give you success and increase your effectiveness in every area of your professional and personal endeavors.

Seminar participants will be asked to complete EQ-i2.0 Emotional Intelligence Assessment and will work with their results during the session. Participants will be expected to complete the assessment approximately one week prior to the session and will be contacted by their instructor with further instructions.

The cost of this assessment is \$125.00 and is included in your seminar fee. The assessment cost is non-refundable.

Disclaimer: By enrolling in this seminar, Registrants agree to share Registrant Data (“Data”) with Instructors for the purposes of customizing course objectives and providing assessments and strategies based upon Registrants’ specific information.

Learning Objectives:

Upon completion of this course, participants will be able to:

- Recognize their emotions and those of others on project teams.
- Cope with stressful or difficult project situations in a positive manner.
- Express their feelings and thoughts openly in a socially acceptable and non-destructive manner that will build trust within project teams.
- Adapt their emotions, thoughts and behaviors to unfamiliar and unpredictable project situations and circumstances.
- Recognize when emotions or personal bias can cause them to be less objective while making decisions or expressing opinions.

AGENDA

Day One

- Module 1 - Workshop Introduction
- Module 2 - What’s Your EQ?
- Module 3 - Whence Cometh Emotions
- Module 4 - Understanding Your Report
- Module 5 - Self-Regard
- Lunch (12 noon – 1:00 pm)
- Module 6 - Self-Awareness
- Module 7 - Self-Actualization
- Module 8 - Emotional Expression
- Module 9 - Assertiveness
- Module 10 - Interpersonal Relationships
- Day 1 Debrief

Day Two

- Review Day 1 Assignments
- Module 11 - Independence
- Module 12 - Empathy Session 5
- Module 13 - Social Responsibility
- Module 14 - Problem Solving
- Module 15 - Reality Testing
- Lunch (12 noon – 1:00 pm)
- Module 16 - Impulse Control
- Module 17 - Flexibility
- Module 18 - Optimism
- Module 19 - Stress Tolerance
- Module 20 - Well-Being Indicator
- Module 21 - Bringing it all home
- Day 2 Debrief & Final Logistics

Professional Development Units (PDUS) are one-hour blocks of time spent learning, teaching others, or volunteering. By attending this SeminarsWorld course, you will be able to achieve the following PDUs as learning hours to apply for PMI certification or to maintain your certification status with PMI. [View](#) how your PDUs align with the PMI Talent Triangle®.

	Technical	Leadership	Strategic	Total
CAPM / PMP / PgMP	0	8	6	14.00
PMI-ACP	0	8	6	14.00
PMI-SP	0	8	6	14.00
PMI-RMP	0	8	6	14.00
PfMP	0	8	6	14.00
PMI-PBA	0	8	6	14.00

