



Agenda

Click [here](#) for additional training and schedules.

Emotional Intelligence for Project and Program Leadership

Instructor(s): Sunny Faronbi, PMP

Length: 2 days

Prework: None

CEUs: 1.4/see below for PDU breakdown

Level: Intermediate

Training Topic: Leadership Development

Subtopics: Resource Management, Power Skills

Training 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 (EQ) comes in. 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 help us achieve positive results. People with high EQ are very good at using empathy and constructive communication to create a collaborative and cooperative work environment. This group of skills is imperative for managing projects. Research has shown that EQ can contribute to as much as 58% of workplace success.

As a project or program manager, this training 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 this training, you will take the world-renowned Emotional Quotient Inventory (EQ-i 2.0) assessment and receive a personalized report. With your report in hand, this interactive training will help you evaluate where you are—and proffer specific behaviors and skills that will lead to increased EQ. As your level of EQ 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.

Attendees will be asked to complete EQ-i 2.0 assessment and will work with their results during the session. Attendees will be expected to complete the assessment approximately 1 week prior to the session and will be contacted by their instructor with further instructions.

The cost of this assessment is US\$135.00 and is included in your training fee. The assessment cost is nonrefundable.

Disclaimer: By enrolling in this training, attendees agree to share registrant data (“data”) with instructors for the purpose of customizing training objectives and providing assessments and strategies based upon attendees’ specific information.

Learning Objectives:

Upon completion of this training, learners 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 nondestructive 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 (12:00–1:00 p.m.)
 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 (12:00–1:00 p.m.)
 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 and Final Logistics

Professional development units (PDUs) are 1-hour blocks of time spent learning, teaching others, or volunteering. By attending this training, 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® / Agile*	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

*Please note that the asterisked row above applies to the PMI® Agile Certification Journey and includes DASM™, DASSM™, DAC™, and DAVSC™ certifications.