

**Using Emotional Intelligence
to
Improve Project
Performance**

PROJECTWORLD
BUSINESS ANALYST WORLD

Christine Casper
CM&M, Inc.

Emotional Intelligence

Objectives

- Define Emotional Intelligence
- Use EI to lead and implement projects with clarity and decisiveness
- Create a project environment to maximize the potential of the project team

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Emotional Intelligence

Critical Success Factors

1. Project Manager's Role
2. Communication
3. Project Mission and Plan
4. Management Support
5. Aligned Project Team

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Emotional Intelligence

Critical Success Factors

- 6. Client Relationships
- 7. Troubleshooting
- 8. Monitoring and Feedback
- 9. Problem Solving
- 10. (Technical Expertise)
- 11. Lessons Captured

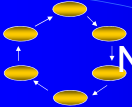
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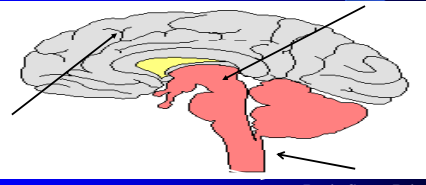
Emotional Intelligence

Emotional Intelligence is the ability to sense, understand, manage, and apply the information and power of emotions as a source of energy, motivation, connection and influence.

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Neuroscience and EQ

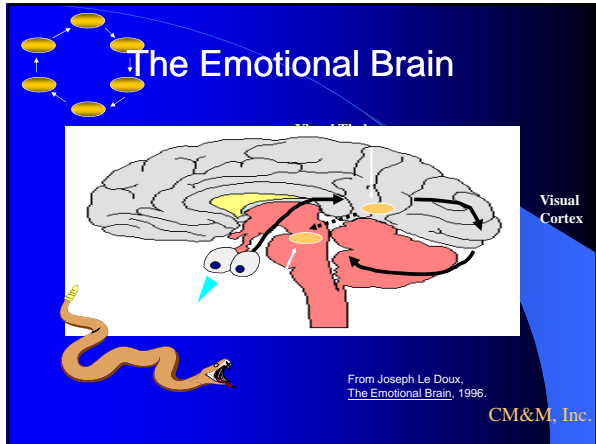


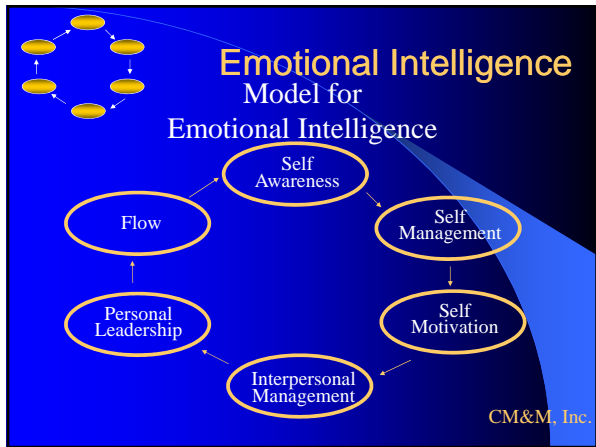
Neocortical Brain

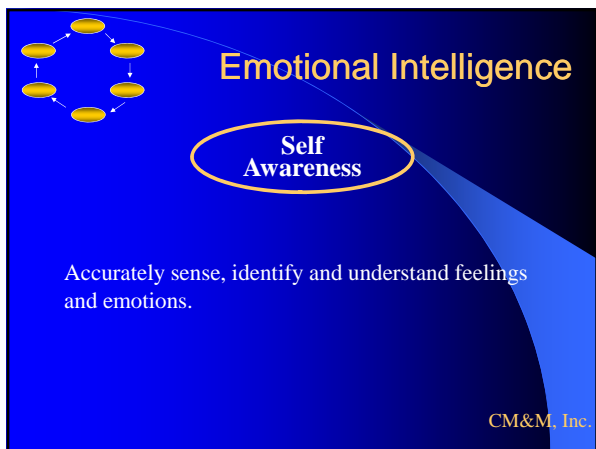
Limbic System:
Emotional Brain

Brain Stem: Primitive
Brain

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Emotional Intelligence

Self Awareness

Disciplines

- ✦ Use senses
- ✦ Locate and name feeling → "I feel"
- ✦ Express self
- ✦ Journal
- ✦ Know your intentions
- ✦ Seek input from others
- ✦ Reflect

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Emotional Intelligence

Self Awareness

Attributes

- ✦ Continually self appraising
- ✦ Highly confident
- ✦ Authentic
- ✦ Receptive to feedback
- ✦ Able to maintain perspective

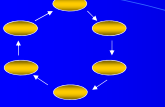
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Emotional Intelligence

Self Management

Use your understanding of feelings to reason well.

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Emotional Intelligence

Self Management

Disciplines

- ✦ Identify values
- ✦ Accept responsibility
- ✦ Anticipate
- ✦ Pre-plan directions
- ✦ Do regular check-ins
- ✦ Take a six second break

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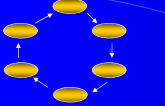
Emotional Intelligence

Self Management

Disciplines

- ✦ Monitor self talk
- ✦ Frame
- ✦ Be thoughtful in decision making
- ✦ Physically prepare
 - deep breathe
 - move
- ✦ Find the humor

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Emotional Intelligence

Self Management

Attributes

✦ Open to change	✦ Intentional
✦ Effective in mood management	✦ Productive
✦ Consistent in stress management	✦ Manifest reasoned & reasonable behavior

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Emotional Intelligence

**Self
Motivation**

Focus the power of your emotions on a purpose.
Narrow the range between your intentions and actions.

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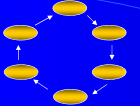


Emotional Intelligence

When you have **PURPOSE**, you have:

PEACE
PASSION
POWER
PERSPECTIVE
POTENTIAL

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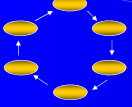
Emotional Intelligence

**Self
Motivation**

Disciplines

- ✦ Visualize
- ✦ Set goals with targeted tasks
- ✦ Affirm
- ✦ Consciously associate
- ✦ Prioritize
- ✦ Develop a network

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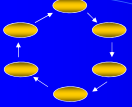
Emotional Intelligence

**Self
Motivation**

Disciplines

- ✦ Generate emotions
- ✦ Design environment
- ✦ Incorporate music
- ✦ Move
- ✦ Renew
- ✦ Continuously learn

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Emotional Intelligence

**Self
Motivation**

Attributes

<ul style="list-style-type: none"> ✦ Optimistic ✦ Able to delay gratification ✦ Committed ✦ Energetic ✦ Resilient ✦ Personally powerful 	<ul style="list-style-type: none"> ✦ Assertive ✦ Independent ✦ Confident ✦ Action - oriented ✦ Follows through
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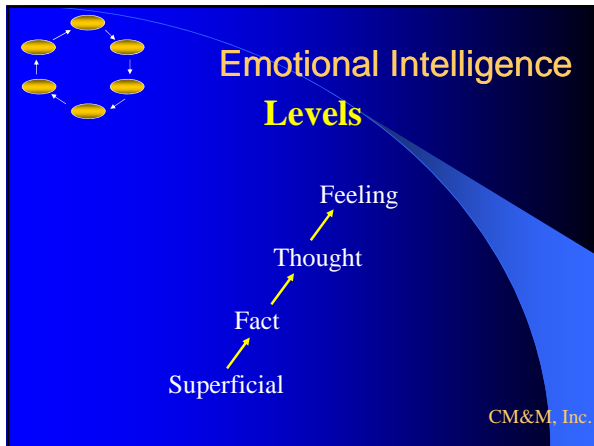


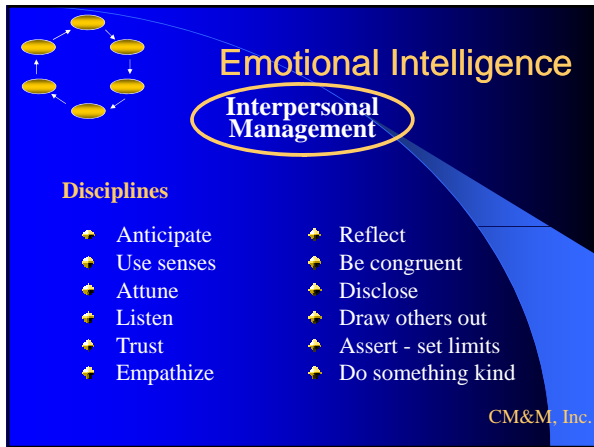
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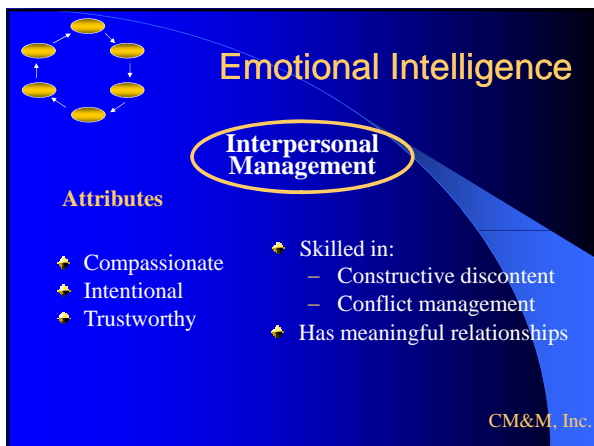
**Interpersonal
Management**

Recognize and appropriately respond to the emotions and feelings of others.

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Emotional Intelligence

Leadership

Create and communicate vision and passion to assist individuals and organizations in optimizing their potential.

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Emotional Intelligence

Leadership

Disciplines

- ✦ Be a coach, have a coach
- ✦ Get new tools
- ✦ Keep an idea journal
- ✦ Associate with creative people
- ✦ Be enthusiastic
- ✦ Write vision / goals
- ✦ Communicate vision regularly
- ✦ Celebrate

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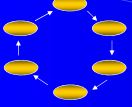
Emotional Intelligence

Leadership

Attributes

- ✦ Humble
- ✦ Intuitive
- ✦ Strategic thinker
- ✦ Optimistic
- ✦ Credible
- ✦ Trustworthy

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Emotional Intelligence

Able to:

- ✦ Articulate
- ✦ Connect
- ✦ Create relationships
- ✦ Influence
- ✦ Persuade

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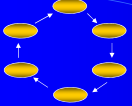


Emotional Intelligence

Flow

The people, skills, tools and activities of the project are aligned and purposefully directed to a well visioned and agreed upon outcome.

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Emotional Intelligence

Flow

Disciplines

✦ Autonomous	✦ Fulfills personal needs
✦ Intentional	✦ Does not act based on the opinions of others
✦ Authentic	✦ Rarely settles
✦ Aligns actions with values	

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Emotional Intelligence

Flow

Attributes

- ✦ Peaceful
- ✦ Joyful
- ✦ Unflappable
- ✦ Connected
- ✦ Intuitive
- ✦ Balance among physical, spiritual, mental, social, emotional and creative selves

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Emotional Intelligence Model

Flow

Personal Leadership → Self Awareness → Self Management → Self Motivation → Interpersonal Management

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Emotional Intelligence

- Self Awareness → I am authentic
- Self Management → I am intentional
- Self Motivation → I commit
- Interpersonal → I have meaningful relationships
- Leadership → I inspire
- Flow → I live

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Thank you

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Christine M. Casper

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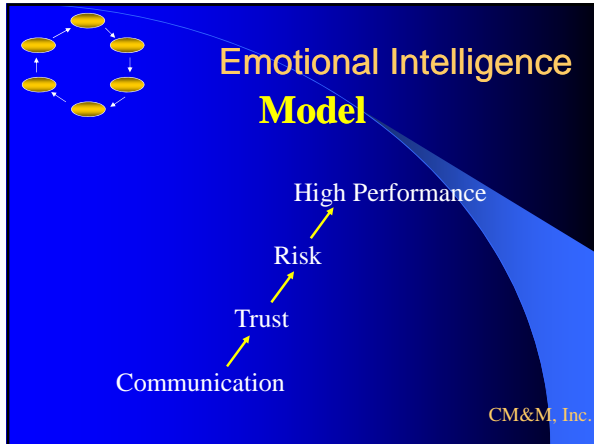
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2011

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The slide features a blue background with a white and yellow circular graphic in the top left containing the letters 'EI'. The title is in large white font. Logos for 'PROJECT SUMMIT' and 'BUSINESS ANALYST WORLD' are in the bottom left, and the author's name and company are in the bottom right.

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