

***PM's Emotional Intelligence Series:  
An Introduction to EQ for Project Managers***

**Objective :** This is a one-day intensive workshop designed to provide an overview of emotional intelligence and how it applies to the project management environment. Research shows that emotional intelligence is just as important to project managers as IQ or knowledge of the PMBOK® Guide. Emotional intelligence is the ability to understand and manage our own emotions and those of others. Project Managers and leaders can benefit by putting emotional intelligence to work for them in the project environment.

The course starts with a personal emotional intelligence assessment that shows areas of strengths and weaknesses for each participant. Participants will learn about an emotional intelligence framework for project managers and use that to develop an action plan to grow in their strengths and augment their weaknesses. Case studies, group discussion, and role playing will be used to illustrate how to deal with project adversities emotionally and apply them into real-life project environment. Participants will see how emotional intelligence affects their relationships with the project team and the success of the project. Working within small teams, participants will use exercises to practice techniques that demonstrate or develop emotional intelligence. Each participant will benefit from the interaction with and feedback from the other participants in the workshop.

**Target Audience** : Business managers who lead or participate in projects, project managers, project team members, customers & user groups in projects

**Format** : 50% Lectures, 50% Case study, role play, group discussion

**Key** : **Introduction to Emotional Intelligence for PMs**

**Topics**

- \* What is emotional intelligence?
- \* An emotional intelligence framework for project managers
- \* Your personal emotional intelligence assessment

**Self-Awareness**

- \* Emotions provide information
- \* How to feel your feelings
- \* Assessing your strengths and weaknesses
- \* Developing self-confidence
- \* Techniques to Improve self-awareness

## Social Awareness

- \* Empathy and empathetic listening
- \* Seeing others clearly
- \* Techniques to improve social awareness

## Dealing with Project's Adversities Emotionally

- \* Emotional self-control
- \* Common emotional breakdowns in the project environment
- \* Understanding the causes of emotional breakdowns
- \* Techniques to face project adversities:
  - Six Steps of Reframing
  - Maintaining Personal Peace of mind in a multi-project circumstance

**Instructor :** **Paul Mau, MBA, MSocSc, PMP®, CPIT(PD)**

Paul has over 20 years on Project Management for large scale IT, Business Process Redesign, ERP and change management projects. His experience in the IT industry includes project management and consulting positions at HP and several public listed companies. Paul is a strong people manager making maximum use of his effective interpersonal, communication, and analytical skills.

Paul is a seasoned trainer in project management. He has delivered the full spectrum of PM courses from foundation course, PMP® examination review course, to other advanced topics since 2002. Participants of the courses came from various disciplines such as IT, Consulting, Banking & Securities, Construction, Utilities, Trading, and Healthcare.

Paul has been serving PMI® for more than seven years and was one of the early batches PMP® trainers in Hong Kong. He is a PMP, a Certified Professional of IT (Project Director), an assessor and a member of the Expert Group in the Hong Kong Institute for Hong Kong IT Professional Certification. He has earned a MBA degree from Keele University in UK, a Master of Social Science degree from University of South Australia, and a Master of Social Science from University of Hong Kong.

**Certified PMP® can earn 8 PDU towards maintaining their PMP® credentials.**

Contact Hilda Ho ([hilda@knowledgecentury.com](mailto:hilda@knowledgecentury.com)) for schedule and fee information.