

***PM's Emotional Intelligence Workshop Series:
Applying EQ Skills to Stress Management and Conflict Resolution***

Objective : This is the second one-day intensive workshop in the three PM's Emotional Intelligence workshop Series. This is a highly interactive workshop that leverages latest studies into the specific leadership and emotional intelligence competencies that make project managers successful. The workshop equips project leaders with the specific competencies that lead to success for all project managers and in particular for those leading IT Projects, Engineering and Construction Projects, or Business projects.

Emotional Intelligence is a very comprehensive and complex concept and consists of understanding one's own emotions, the emotions of others, and being able to manage such emotions effectively in a way that improves personal power and productivity.

Project Managers and leaders can benefit by applying key skills of emotional intelligence to work for them in the stressed project environment and project conflicts. 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 or IT 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 : **Stress Management Basics**

Topics

- ✧ What is stress and sources of stress?
- ✧ Types of stress and signs of burnout
- ✧ Cost of burnout at work
- ✧ Using "Eustress" to increase project productivity

Information Technologies and Emotional Intelligence

- ✧ Characteristics of IT workforces
- ✧ Job stress and Job satisfaction in IT projects
- ✧ Research about the value of EQ in IT professionals
- ✧ Framework for emotional intelligence to project management

Skills to Strengthen Your Emotional Intelligence in Stress Projects

- ✧ Skills to quickly reduce stress.
- ✧ Skills to recognize and manage your emotions.
- ✧ Skills to use humor and play to deal with challenges.
- ✧ Skills to connect with others using nonverbal communication and other key EQ skills.

Conflict Resolution Strategies

- ✧ Organizational awareness to project conflicts
- ✧ Resolve conflicts positively and with confidence by
 - Preventing unproductive conflicts
 - Navigating productive conflicts
 - Repairing relationship after conflicts
- ✧ Tips for resolving conflict in a trust-building way

Benefits to course participants:

Upon completion of this workshop, participants will:

- ✧ Know the positive and negative side of stress
- ✧ Apply a framework for emotional intelligence to project management
- ✧ Use emotions as a source of information and strength
- ✧ Manage stress and conflicts in projects
- ✧ Be a more successful project manager

Language Cantonese (Course notes and case study materials in English)

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) for schedule and fee information.

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