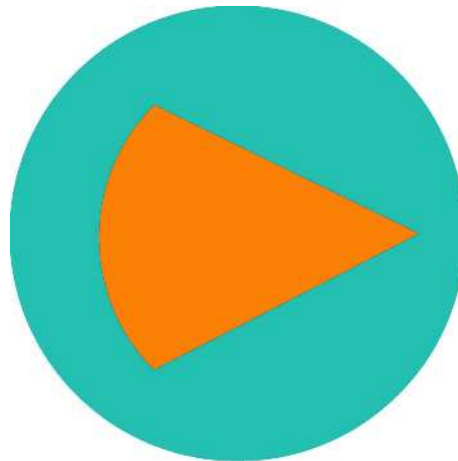


# Project Management Webinar



Emotional Intelligence: Understanding Yourself Then Understanding Others

**PROJECT**insight®

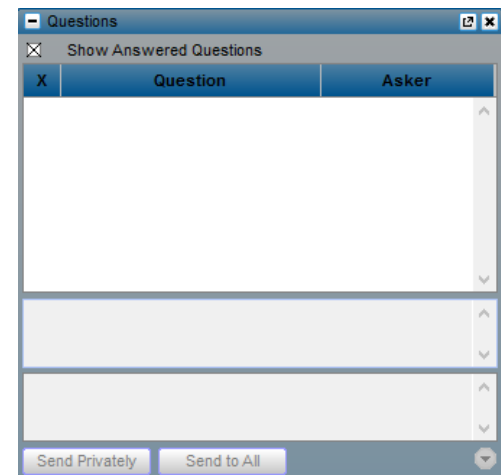
Project & Portfolio Management Software

Initiate Project Intelligence®

# Things to Know...



- ▶ All participants will be on mute.
- ▶ Questions are welcome.
- ▶ Use the question box to ask questions.
- ▶ PM training is valid for 1 PDU
- ▶ Must be in attendance
- ▶ PDU certificate sent by the end of the day



# Moderator



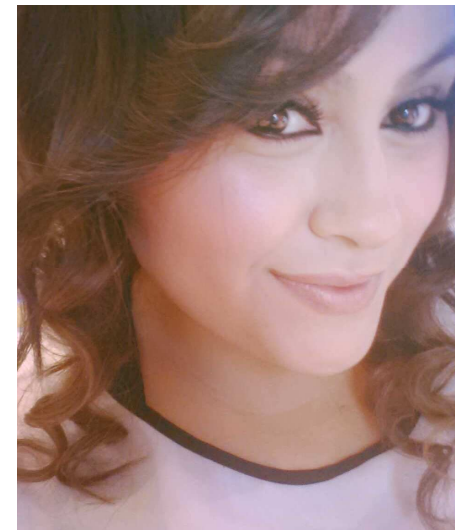
**Denise Rodriguez**

Project Insight

*Marketing*

[Denise.Rodriguez@projectinsight.com](mailto:Denise.Rodriguez@projectinsight.com)

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# Presenter



## **Diane C. Buckley, MBA, PMP**

CEO, Core Performance Concepts Inc.

*Training in project management,  
PMP® and CAPM® certification, leadership,  
business analysis, agile and six sigma*

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# Presenter



## Brenda Williams

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Board Certified Coach

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714-283-1186



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Communication, Collaboration, and Innovation”*

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Coach, Professional Speaker







- Examine Emotional Intelligence
- Understanding Framework
- Explore Benefits of EI
- Steps To Improve Self Control
- Recognize & Manage Your Triggers



# What do you know about Emotional Intelligence?



- I've heard of it
- I've taken an emotional intelligence assessment
- We use the concept at work
- Don't know anything!



# A Brief History of Emotional Intelligence



**1930s** – [Edward Thorndike](#) describes the concept of "social intelligence" as the ability to get along with other people.

**1940s** – David Wechsler suggests that affective components of intelligence may be essential to success in life.

**1990** – Psychologists Peter Salovey and John Mayer publish their landmark article, "Emotional Intelligence," in the journal *Imagination, Cognition, and Personality*.

**1995** - The concept of [emotional intelligence](#) is popularized after publication of psychologist and New York Times science writer Daniel Goleman's book *Emotional Intelligence: Why It Can Matter More Than IQ*.

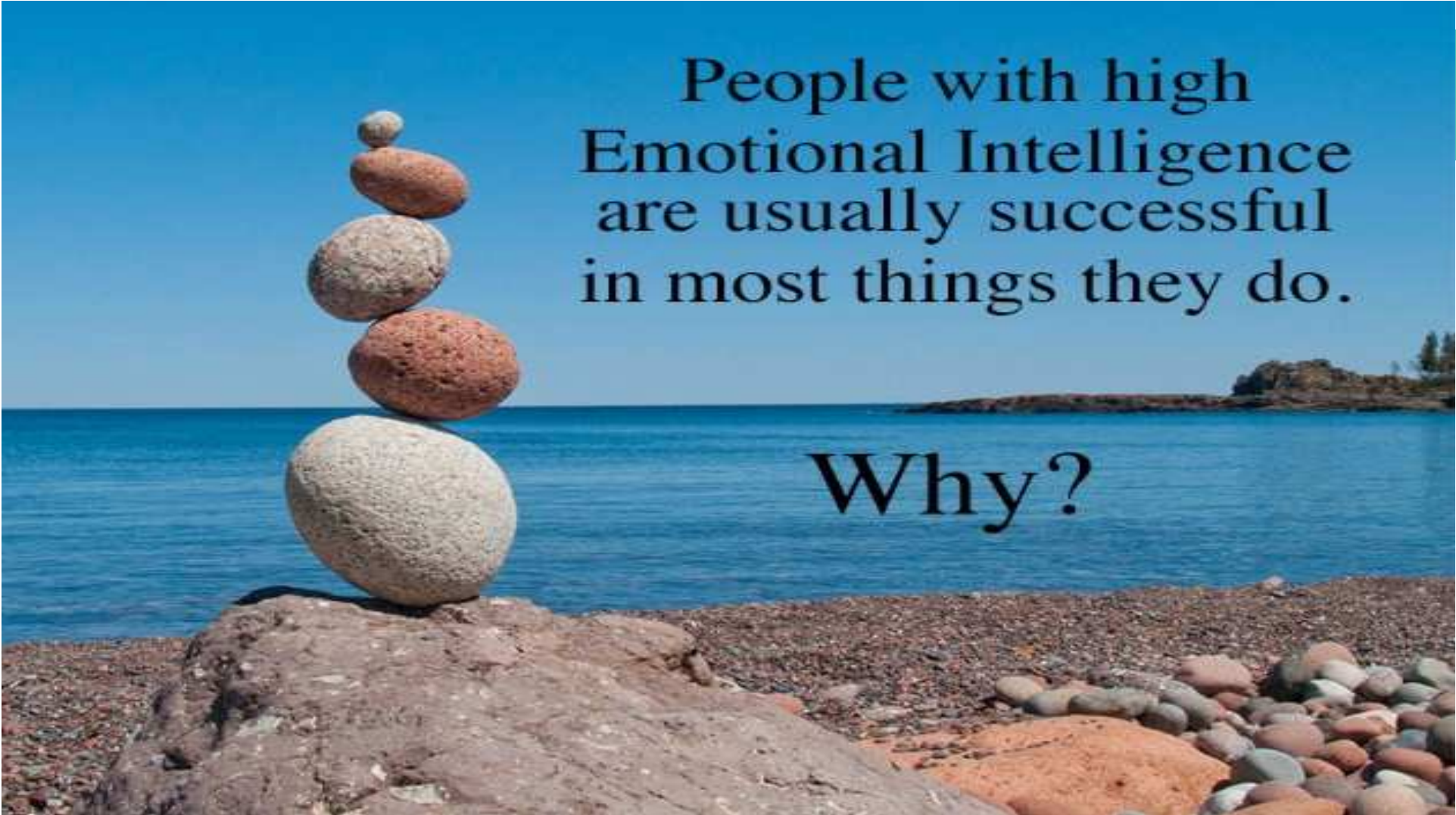
# Survey of 1000 Americans



- 47% say their boss does not stay calm and in control
- 31% feel uninspired and unappreciated by their boss
- 20% say their boss has a little or no integrity
- 60% said that would do a better job if they had a relationship with their boss
- 65% would choose a new boss over a pay raise

**“The current situation is costing \$360 billion a year in lost productivity.”**

Business Wire  
*The Bad Boss Study.*  
Michelle McQuaid



People with high  
Emotional Intelligence  
are usually successful  
in most things they do.

Why?

*EQ Provides Skills That Drive Our Internal World  
As Well As Our Response To Our External World*



- Know Others At A Deeper Level
  - Learn To Have Empathy & Be Of Service
    - Be In Amazing Relationships
      - Be Responsible & Motivated
        - Believe In Yourself & Others

Do You  
**See** Yourself  
As Others  
**See** You?



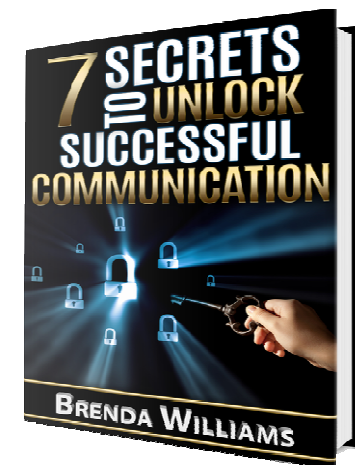






Guidebook and 12 week  
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## Low Emotional Intelligence

Aggressive  
Demanding  
Egotistical  
Bossy  
Confrontational



Easily Distracted  
Glib  
Selfish  
Poor Listener  
Impulsive



Resistant to Change  
Passive  
Un-Responsive  
Slow  
Stubborn



Critical  
Picky  
Fussy  
Hard to Please  
Perfectionistic



## High Emotional Intelligence

Assertive  
Ambitious  
Driving  
Strong-Willed  
Decisive

Warm  
Enthusiastic  
Sociable  
Charming  
Persuasive

Patient  
Stable  
Predictable  
Consistent  
Good Listener

Detailed  
Careful  
Meticulous  
Systematic  
Neat

## Emotional Intelligence

Emotional intelligence (EI) is the ability to recognize our own feelings and the feelings of others, for motivating others and for managing emotions well in ourselves and our relationships.

# We all know people like this.....



IQ :178

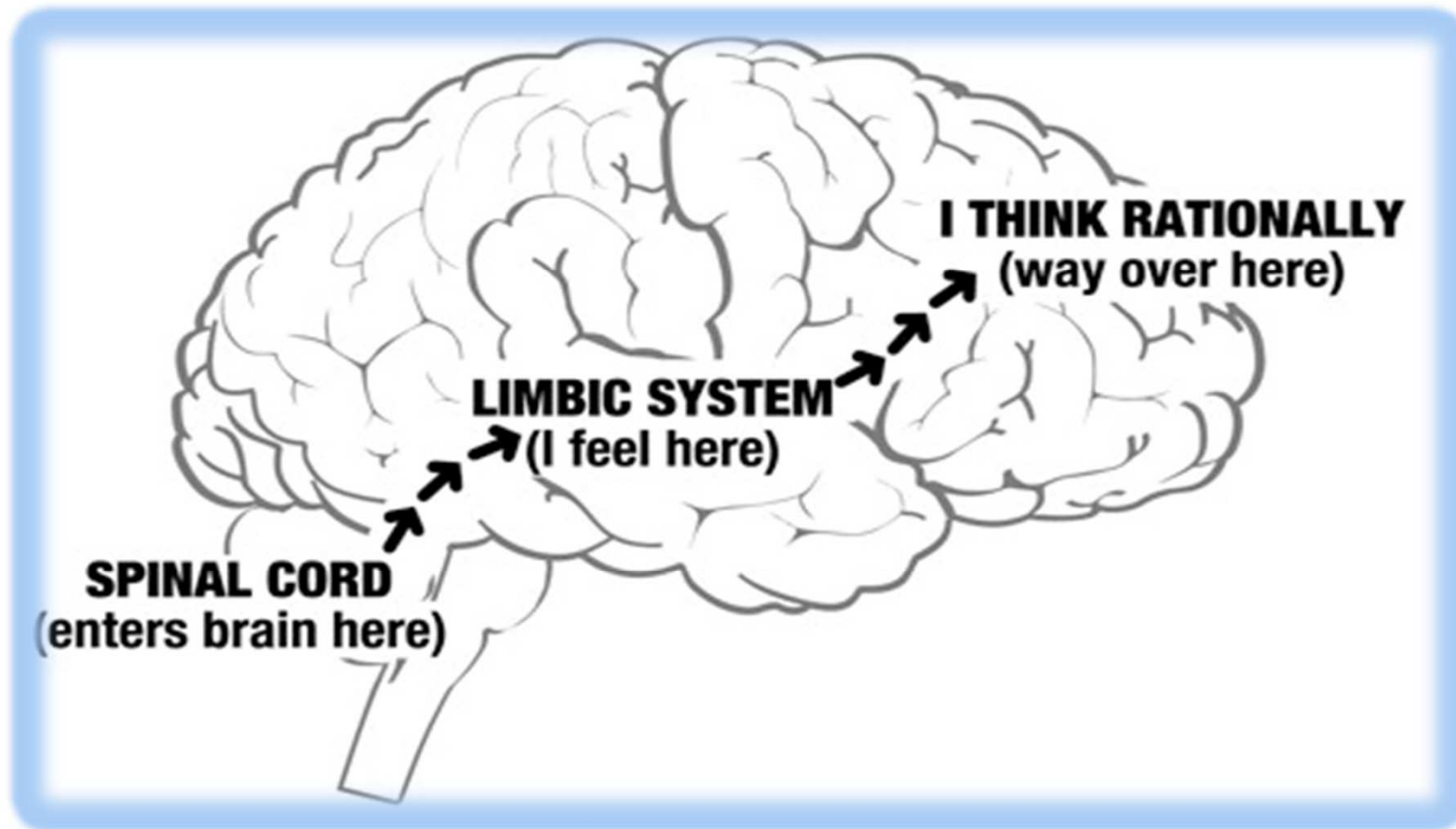
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EQ: 0

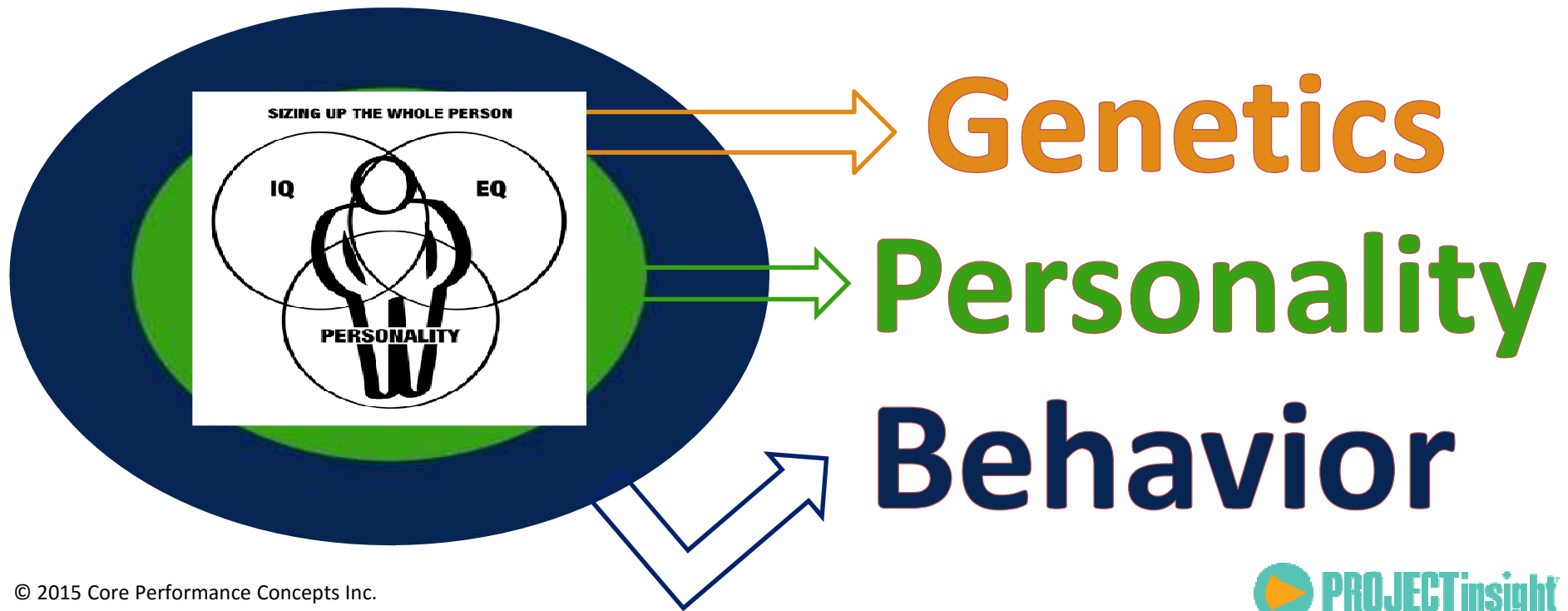


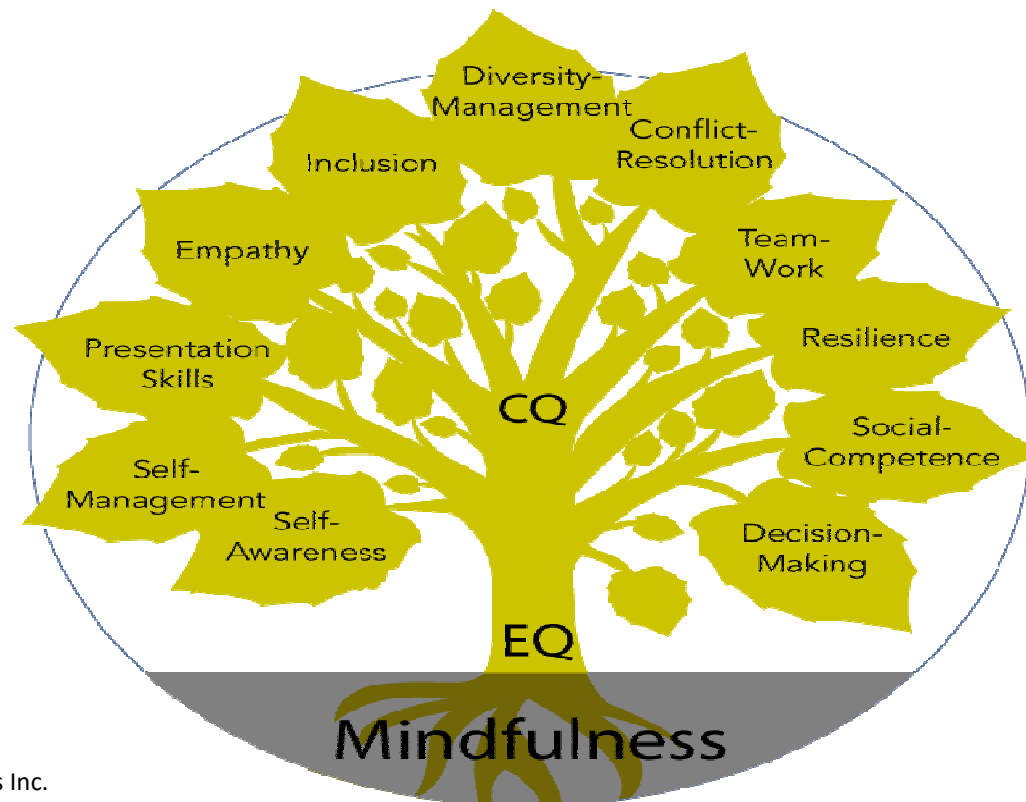




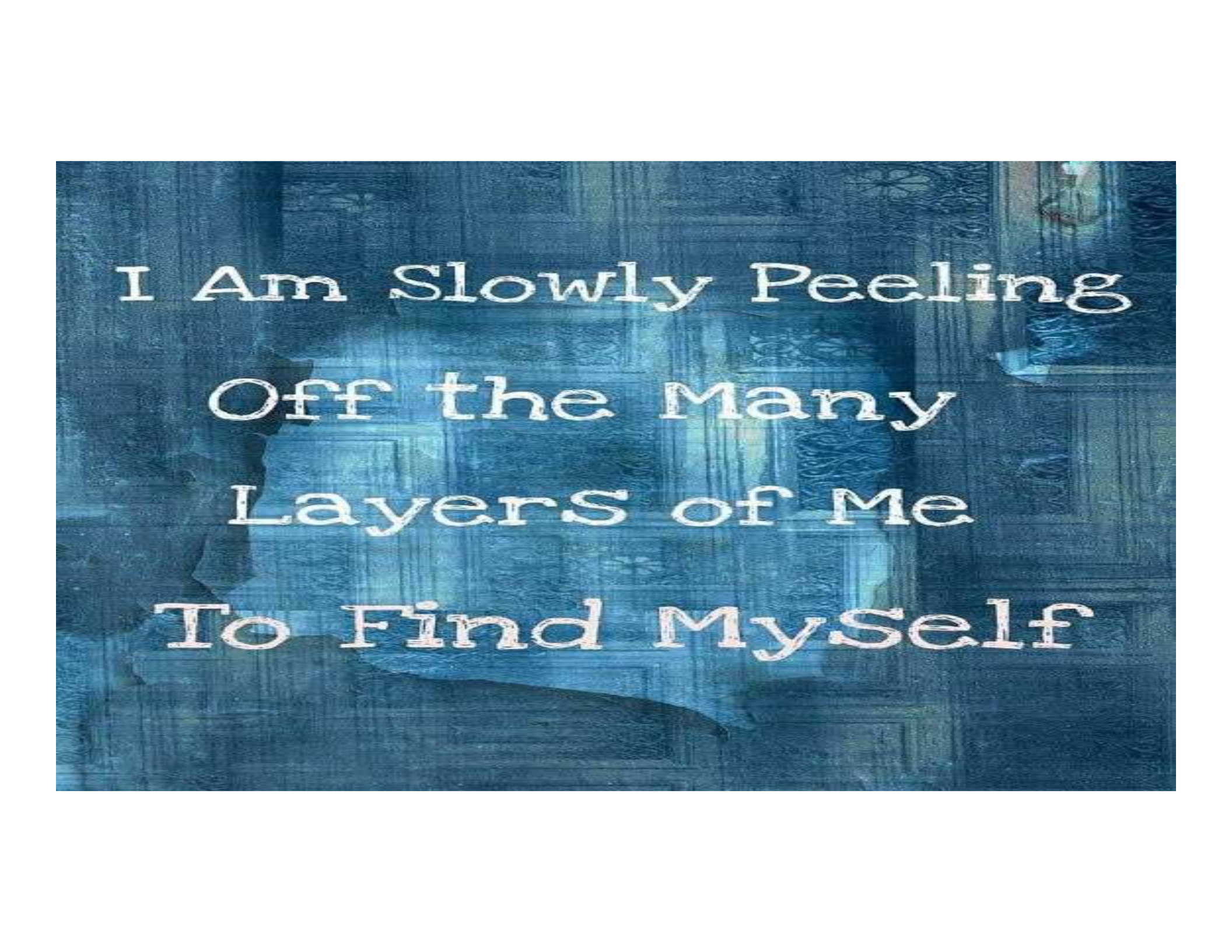


# Emotional Intelligence is About Behavior and Behaviors Can Be Changed









I Am Slowly Peeling  
Off the Many  
Layers of Me  
To Find Myself



# Emotional Framework



**These EI competencies are not innate talents, but learned abilities, and each area has a unique contribution to your impact and effectiveness**

## What I See



### Personal Competence

Self-Awareness

Self-Management

## What I Do

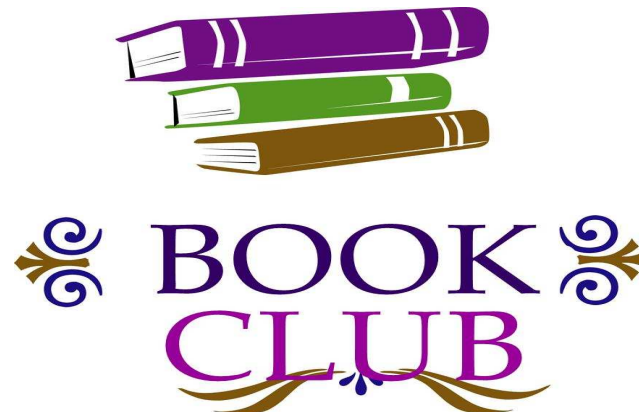
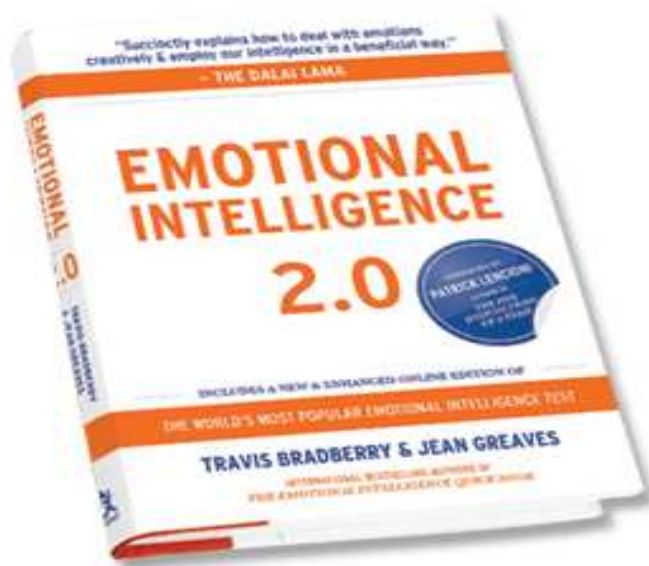


### Social Competence

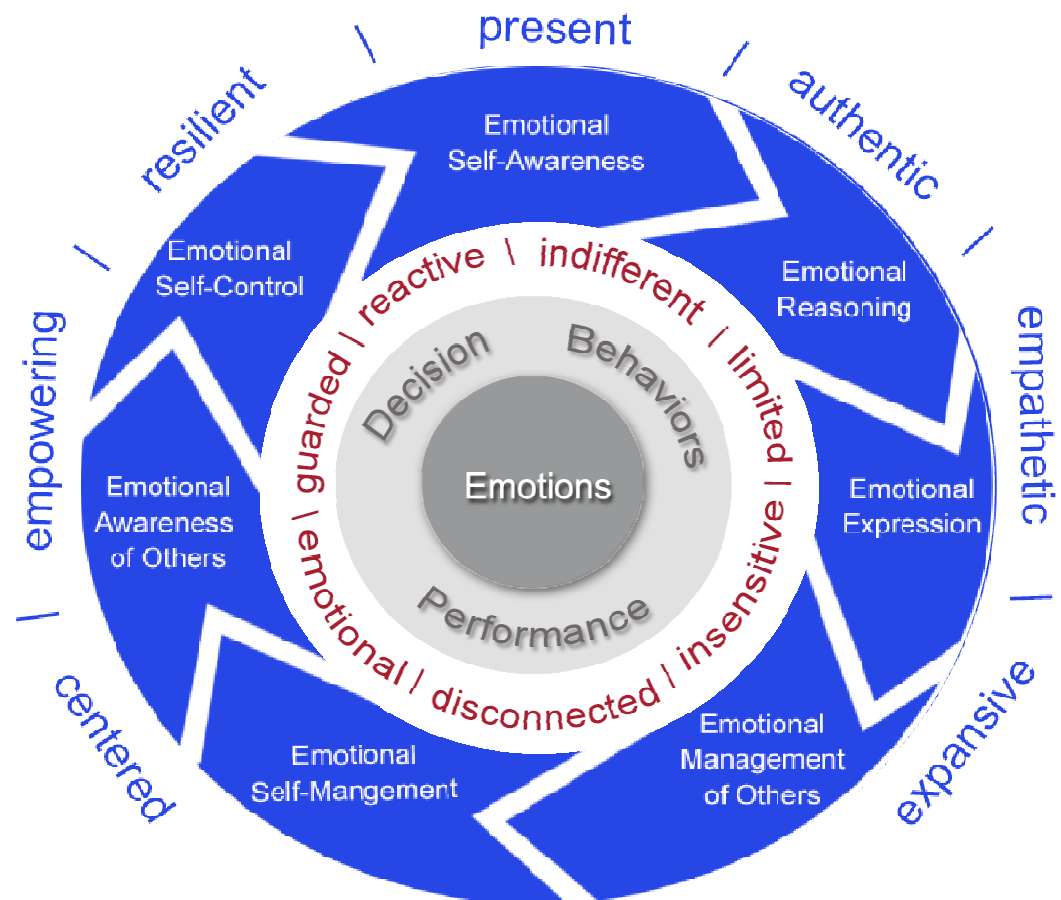
Social Awareness

Relationship Management

# What Self Awareness Looks Like



**BrendaWilliams@AcademyFLC.com**  
**[www.academyforleadershipcommunication.com](http://www.academyforleadershipcommunication.com)**  
**714-283-1186**





Thank you so much for the time and energy you have put into our team! You are really an inspiration to me and I admire your commitment and drive to see things through to completion. Your passion and personal care you take with others is a special gift you have, and I thank you for sharing your talents with me. May God continue to bless you, guide you and give you strength. Enjoy your journey towards the perfect you, continue to share your joy and stay positive.

Best Regards, Teammate

*" Be creative. Work Smarter. Share your ideas."*





## *Which Is More Important To Your Success?*

#1 EQ is more important than IQ

#2 IQ is more important than EQ







## Behaviors that feed your negative emotions:

over-influenced by others

foreshadowing

dwelling on isolated events

criticism & blame

thinking in absolutes

focus on or expect negative feedback

take on too much responsibility



3-Step process to improve Self-Control

**Identify What You Are Feeling**



**Make An Honest Determination Of The Underlining Cause**



**Take Action To Break The Cycle Of Negative Emotion**





## The “Toolkit” Tools You Can Use

Name it to Tame it: Building Emotional Self-Awareness

Anxious	Energetic	Manipulated	Stressed
Apathetic	Enthusiastic	Mean	Strong
Appreciative	Envious	Misunderstood	Stubborn
Apprehensive	Exhilarated	Motivated	Stuck

### My Trigger List A Worksheet for Behavioral Self Control

Trigger	What I Feel in My Body	My Self Talk	My Reaction (What I Do)	How I feel After I react	Damage Done	A Better Response	How I'll Feel Then

## How Emotional Intelligence Changed Denis's Life and Business



- Improved My Focus
- Communicate More Effectively
- Built Stronger Relationships
- Think About Life Differently
- Consider Different Perspectives
- Helped Me Through Life Changes
- Monitors My Progress

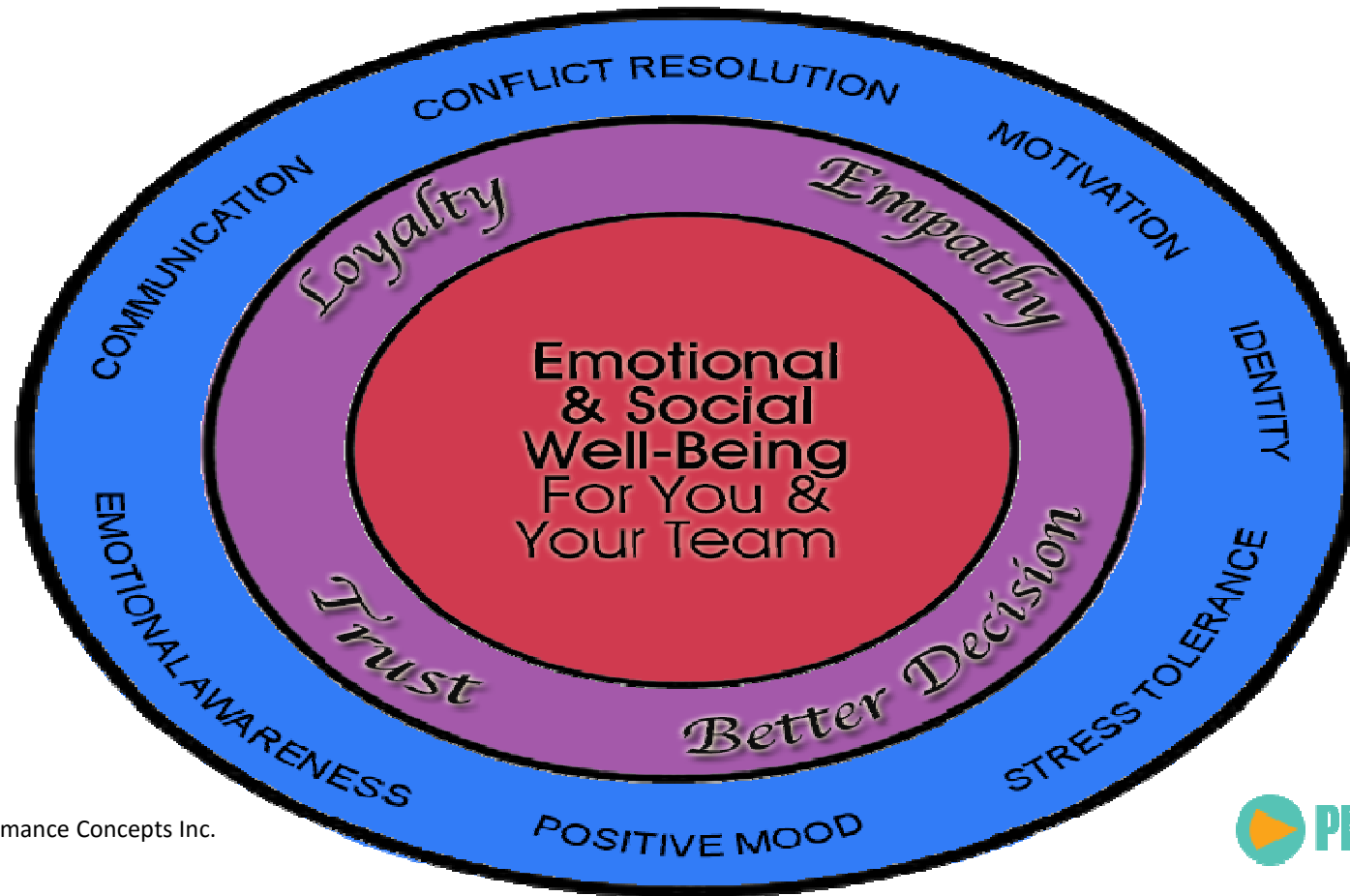
**“I wholeheartedly endorse her approach to coaching and consulting...”**



**Denis O'Malley Testimonial**

***Testimonials***

## From Emotional Intelligence to Collaborative Intelligence A Team Model



**The truth!!**

**It Isn't Easy To Change Who  
You Have Been For All These Years**





## What Are You Doing To Inspire



### **ACTION PLAN:**

- Identify 3 strengths
- Identify 3 growth areas
- Develop a plan to improve specific skill
- Move action forward with a coach

Workshops  
&  
Lunch and  
Learns

Emotional  
Intelligence  
Book Club



360 Degree  
and/or  
EQ



# How Many Of You Would Like...



## To Be Recognized, Get a Promotion or Email Like Pam's

- The 12 Week Leadership Program
- 7 Secrets To Successful Communication Guidebook
- Trigger List Worksheet

## **Watch Your Email!**



# Possibilities & Opportunities







One Hour Session

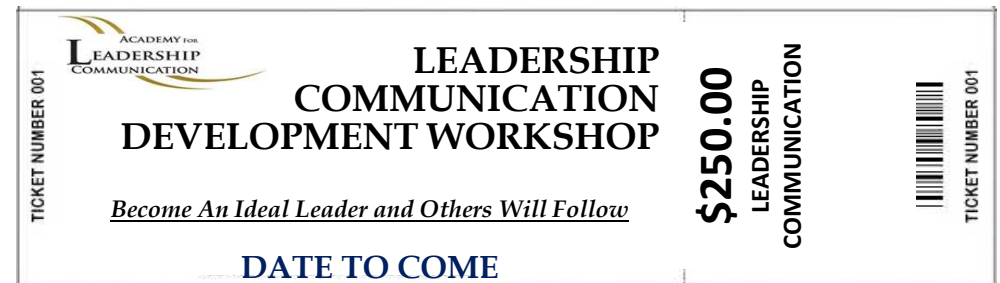


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- Understand Your Strengths and Gaps
- Remove Your Hidden Obstacles
- Change Perceptions and Stories
- Gain Clarity & Find Tools.. Resources
- Implement Action Plan





# See you next month!



**PM in Theory – How  
to be That Person  
Everyone Wants on  
Their Team**

**November 11, 2015**

**8am Pacific Time**



# Special Promotion



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