




Emotional Intelligence

**For
Project Managers**

Session Designed and Created by © Jag Nagendra



Speaker Bio



JAG NAGENDRA, PMP



Mission

To help people
achieve their fullest
potential



Passion

Leading
Speaking
Mentoring
Coaching



Education

Electronics and
Telecommunication
Engineering

Project Management
Change Management
Public Speaking
Emotional Intelligence



Experience

30 + years of
professional work
Public and Private
Sector
Startup to Large
Corporations
Engineer to
Leadership Positions
Entrepreneur
Multinational



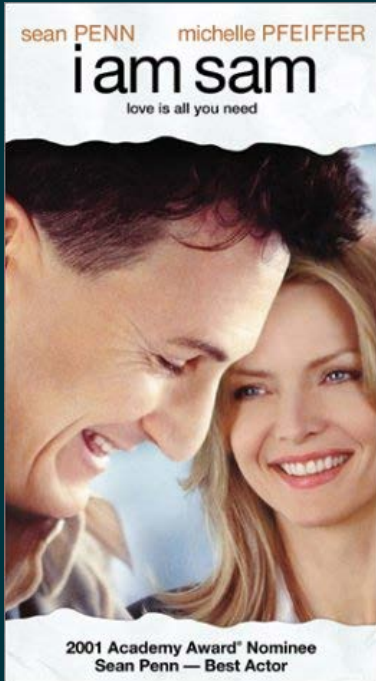
Session Objectives

Understand Emotions

History of Emotional Intelligence

What is Emotional Intelligence and its components

How to develop Emotional Intelligence



FILM DESCRIPTION:

"I Am Sam" is the compelling story of Sam Dawson (Sean Penn), a mentally-challenged father raising his daughter Lucy (Dakota Fanning) with the help of a unique group of friends. As Lucy turns seven and begins to intellectually surpass her father, their close bond is threatened when their unconventional living arrangement comes to the attention of a social worker who wants Lucy placed in foster care.

CREDITS:

TM & © Warner Bros. (2001)

Cast: Dakota Fanning, Sean Penn

Director: Jessie Nelson





 HD

Project Managers



[thebalancecareers.com](https://www.thebalancecareers.com)

Who are they?

Organized, passionate, and goal oriented

Change agents/leaders

Work well under pressure

Have people skills

Broad and flexible toolkit of techniques

Work under little to no authority



CUSTOMER

EXECUTIVE

SPONSOR



PMO MGR

FUNC MGR



TEAM 1

TEAM 2



VENDOR

LATORY



90

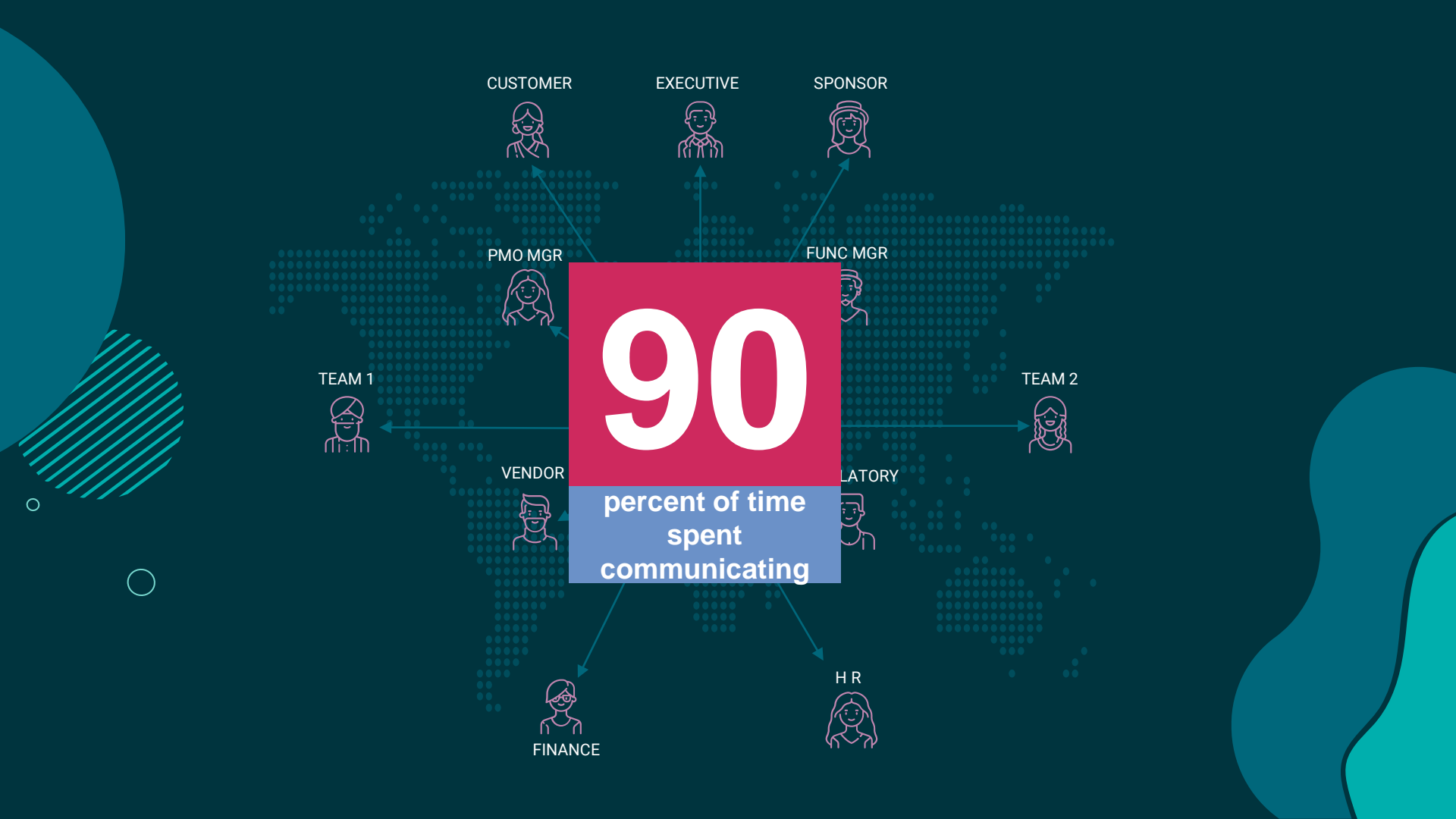
percent of time spent communicating



FINANCE



HR



Effective communication

“Effective communication is 20% what you know
and 80% how you feel about what you know.”
– Jim Rohn

Emotional Competence

Emotional Intelligence Background





John Mayer



Peter Salovey

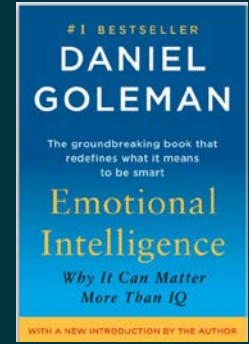
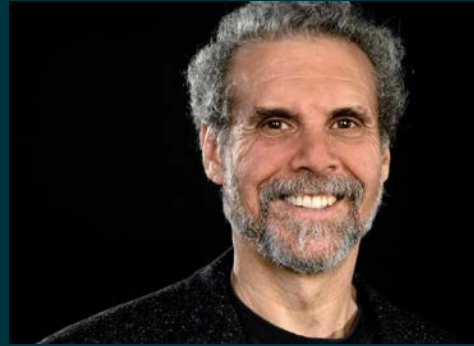
People with average IQ
outperformed those with higher
IQ 70% of the time

**Theory of Emotional
Intelligence (EI) (1990)**



David Caruso, PhD

Mayer-Salovey-
Caruso-Emotional-
Intelligence-Test
(MSCEIT)



*By teaching people to tune in to their emotions with
intelligence and to expand their circles of caring, we
can transform organizations from the inside out and
make a positive difference in our world (1996)*

— Daniel Goleman

Emotional Intelligence



What it is not ?

Being emotional

Being happy

Being optimistic

Being able to express opinion freely

Being able to react without thinking



Emotional Intelligence



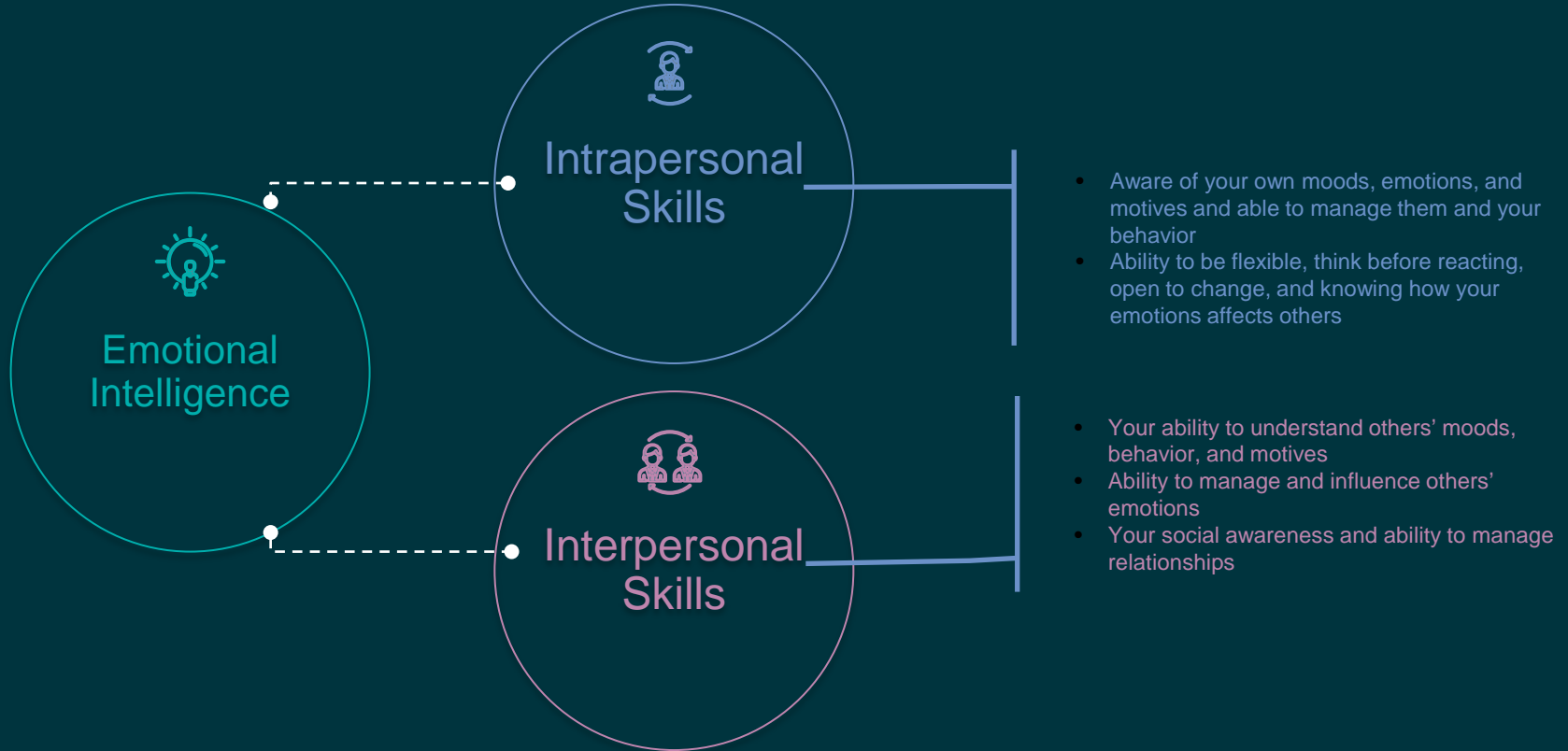
What it is?



The ability to *identify* and *manage* one's own emotions, as well as the emotions of others.



The ability to identify and manage one's own emotions, as well as the emotions of others.



Understanding Emotions



Should emotions be trusted?

You should always trust your emotions. ✕

Feelings are irrational and can't be trusted. ✕

Which is it?



Where do emotions come
from?







Emotion Workflow



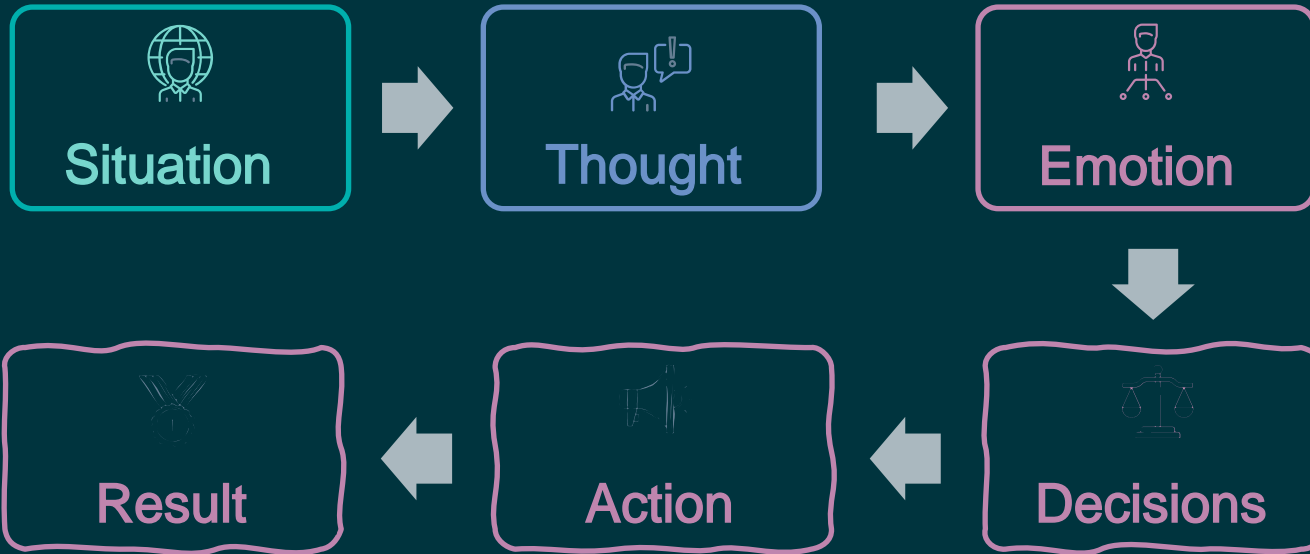


Thought

Thoughts Create Emotion

Thoughts Create Emotion

So what?



Project is behind
schedule and
overspent.



I am not managing well
My team lack skills
I am responsible for
this?
I let down my team
members
My credibility at stake
Am I losing my job
How will I run next
project
I look like a failure



Sadness
Fear
Angry
Disgust

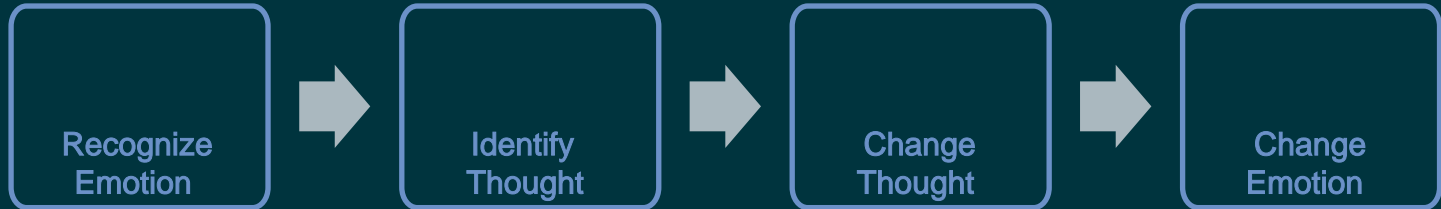


Thoughts Create Emotion

Can we control our emotions?



Cognitive Behavioral Therapy (CBT)



Change Thinking

Cognitive Behavioral Therapy (CBT)

Focus on something else (distraction)

- Change the subject of your thinking
- Focus on something that feels better
- If thoughts are strong

Find a new perspective

- Change the way you look at things

Project is behind
schedule and
overspent.

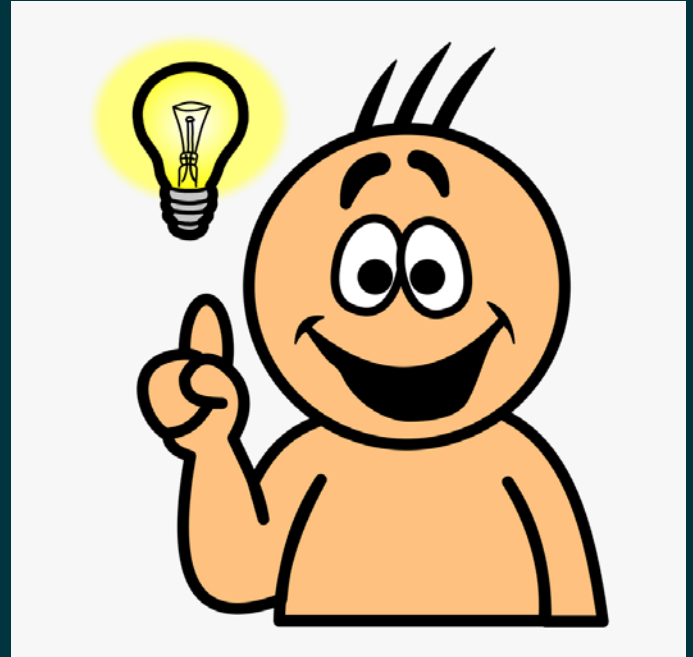
We had an aggressive
schedule to begin with
My team has done
everything to save cost
We did not plan for
COVID situation
I am with my team
My team knows my
intentions
I need to develop a
convincing story
How do I catchup

~~Sadness~~
~~Fear~~
~~Angry~~
~~Disgust~~

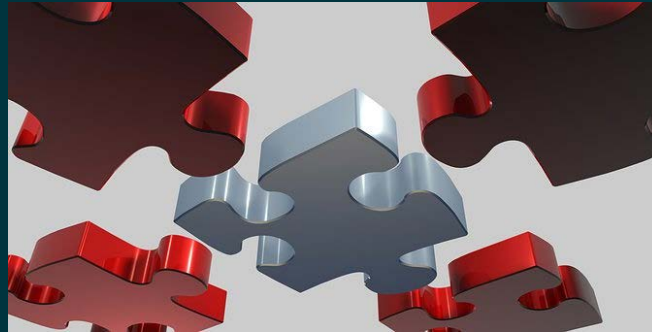


Thoughts Create Emotions

**Thoughts
Create
Emotion**



Emotional Intelligence Components



INTRAPERSONAL



Self-
Awareness



Self-
Management



Social
Awareness



Relationship
Management

INTERPERSONAL

Self - Awareness

Knowing one's internal states, preferences, resources, and intuitions.



State – physiological feelings
Emotion – psychological label

LABEL	EMOTION	STATE	BEHAVIOR
Happiness	Intense, positive feelings of well-being, pleasure, contentment, delight, joy, optimism, and gratitude. Affirmative, positive thoughts and mental clarity.	Head held high (posture), wide-eyed, smiling, laughing, relaxation of muscles, open body language.	Pleasant voice, friendly, swinging arms, dancing.

Self - Awareness



STRATEGIES

Feel it

Watch yourself

Seek feedback

Self - Management



Managing one's internal states, impulses, and preferences.

Self - Management



STRATEGIES

Identify thoughts

Remove distractions

Lesson from others

Social Awareness



Awareness of others' feelings,
needs, and concerns

Social Awareness



STRATEGIES

Empathy

Watch body language

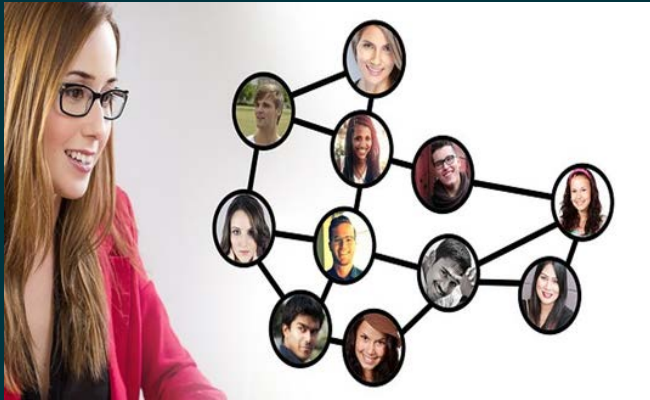
Practice listening

Relationship Management



Ability to apply self-awareness, self-management, and social-awareness

Relationship Management



STRATEGIES

Receive feedback well

Acknowledge others

Constructive feedback

INTRAPERSONAL



Self-
Awareness



Self-
Management



Social
Awareness



Relationship
Management

INTERPERSONAL



People around us influence how we feel, and we influence emotions of people around us.

Thoughts create emotions.

Emotions can be changed.



JAG NAGENDRA, PMP

Thank You

www.jagnagendra.com

Jag.Nagendra@gmail.com

916.897.0033

