The Self Aware Project Manager

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About NaomiCaietti.com

Startup boutique consultancy offering virtual services to niche clients as a speaker, author and coach.

❖ Virtual Speaking Engagements
❖ Online Author/Blogger/Editor
❖ Online Coaching for Project Leaders

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The Self Aware Project Manager

- It Begins with YOU; EQ
- Leaders in Emotional Intelligence/Models
- How to determine your level of EQ
- What is Self Awareness/Management?
- EQ Trends, Benefits and Competencies
- Key Benefits of EQ for Project Managers
- EQ Research & PMI Talent Triangle
- Move from Good to Great as a Project/Program Managers
- Tips to Improve Your EQ Competencies
- Resources
- Wrap-up/Questions
It Begins With YOU; Emotional Intelligence (EQ)

“A project managers’ success will be based more on EQ than IQ or college education. PMs need to be more self aware.” - Naomi Caietti
Leaders in Emotional Intelligence (EQ)

• 1972 - Shelley Duval and Robert Wicklund, Psychologists
• 1990 - John Mayer & Peter Salovey, Psychologists
• 1995 - Daniel Goleman, Book
• 2005 - J. Rodney Turner & Ralf Mueller, PMI Study
• 2009 - Travis Bradberry, Book
• 2009 – Nicholas Clarke & Ranse Howell, PMI Study
• 2012 – Pradco & Leadership CoP, PMI Study
• 2013 - Anthony Mersino, PMI, PMI-ACP, Book
Golemans’ Model of Emotional Intelligence

Emotional Intelligence

**SELF**

- **Self Awareness**
  - the ability to recognise and understand your moods, and emotions, and drives, as well as their effect on others

- **Self Management**
  - the ability to control or redirect disruptive impulses and moods, the propensity to suspend judgement – to think before acting

**SOCIAL**

- **Social Awareness**
  - the ability to understand the emotional makeup of other people, skill in treating people according to their emotional reactions (empathy)

- **Social Skills**
  - proficiency in managing relationships and building networks, an ability to find common ground and build rapport

**RECOGNITION**

- **Who I am**
- **Regulation**

- **What I do**

How we manage ourselves

How we handle relationships

How to Determine Your Level of EQ

• **Do:**
  • Know that everyone has some level of emotional intelligence.
  • Take tests or assessments to help validate your strengths, identify areas for improvement and get feedback from your network.

• **Don’t:**
  • Assume your intelligence and education are enough and think you don’t need training, a mentor or coach.
  • Ignore feedback, blind spots or your emotions; even if you can manage teams and complete your projects on time within budget.
What is Self Awareness?

- “First building block of emotional intelligence, is our ability to recognize our own emotions and their effects on us and others.”

~ Anthony Mersino, PMI, PMI-ACP

Emotional Intelligence for Project Managers
Project Management Begins with Self Management

Anthony Mersino, PMI, PMI-ACP | Emotional Intelligence for Project Managers
EQ & Project Management
EQ Trends, Benefits and Competencies

Figure 1: Emotional Intelligence Framework for Project Management

Emotional Intelligence for Project Managers – Anthony Mersino PMP, PMI-ACP
Get in Touch with Your Emotions

Fear
Anger
Sadness
Disgust
Joy
Surprise
Key Benefits of EQ for Project Managers

• Develop stakeholders relationships that support project success
• Avoid emotional breakdowns
• Conflict management/difficult team members
• Leverage emotional data to make better decisions
• Communicate more effectively
• Create a positive work environment/high team morale
• Cast a vision for shared project objectives that attract, inspire and motivate the team
EQ Research & PMI Talent Triangle

• “Project Managers must be emotionally intelligent.”
  - J Rodney Turner, Phd, and Ralf Mueller, DBA

• “Project Managers interested in growing their PM and leadership abilities should invest in EQ.”
  - Nicholas Clark and Ranse Howell
PMI Talent Triangle

Three Skillset Domains:

 ✓ Business Oriented Skillset
 ✓ Domain Expertise
 ✓ Competency in guiding and motivating
EQ Pathway for Professionals in Project Management

- CAPM/Project Manager
  - Low EQ
- Project/Program Manager
  - EQ/Hi EQ
- PgMP/Agile Project Manager
  - Hi EQ
- Virtual Project Manager
  - Hi EQ
Move from Good to Great; Self Aware PM

Life is like riding a bicycle. To keep your balance, you must keep moving on.

-Albert Einstein
Tips to Improve Your EQ/Competencies

- Know thyself
- Reduce your stress level
- Get support
- Talk it out with someone
- Use appropriate humor
- Develop a personal emotional dashboard

~ Anthony Mersino, PMI, PMI-ACP

Emotional Intelligence for Project Managers
Growth and comfort do not coexist.

Ginni Rometty
PMI Project/Program Research

Premise

- What are the right behaviors for success?
- How do we accelerate the learning?
Key Leadership Behaviors Necessary to Advance in Project Management – published research in Dec 2012 by Linda Carter, Kristan Tull and Donna Vanrooy - www.bw.edu/cpd
Behaviors to Define Success for Project / Program / Portfolio

BEHAVIORS NECESSARY TO ADVANCE BY ROLE

PROJECT MGR.
- Proactive
- Flexibility
- Influencing People
- Follow-Up
- Promoting Teamwork
- Motivating

PROJECT & PROGRAM MGR.
- Communicative
- Integrity
- Building Trust
- Goal-Driven Results

PROGRAM MGR.
- Strategic Thinking
- Organizational Awareness
- Leading Change
- Judgment
- Driving Results
PMI Project/Program Research

Three Step Acceleration Process For Key Leadership Behaviors Necessary to Advance in Project Management

1. Understand the research data
2. Raise your self-awareness through assessment and reflection
3. Create opportunities to leverage your strengths and minimize your behavioral gaps
Six Top EQ Competencies for Project/Program Managers

- **Proactive** – taking appropriate action without being told
- **Influencing people** – persuading others to agree to take action
- **Promoting teamwork** – encouraging people to work together collaboratively
- **Organizational awareness** – identifying interpersonal and group dynamics
- **Leading change** – instigating innovation and constructive change
- **Building trust** – inspiring trust and credibility with others
Tips to Improve Your EQ Competencies
Resources

✓ NaomiCaietti.com
✓ ProjectManagement.com
✓ PMI.org
✓ Mindtools.com
✓ PMI Talent Triangle Flyer
Pivot; The Only Move That Matters is The Next One. – Jenny Blake
Questions?
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