**Week 4 – Assignment #4 (Relaxing Travel Case Study – Emotional Intelligence)**

Group 11

Pierce College – Session 6 2023

MIS 302: Project Management

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Date: 7/27/2023

To better understand the concept, it would be beneficial to define what Emotional Intelligence is and its importance in Project Management. Different people try to define Emotional Intelligence in different ways, but it is generally defined as the ability to perceive, interpret, demonstrate, control, evaluate, and manage your own emotions and the emotions of people around you. According to Cherniss C in his article, Intelligence, Emotional, it is defined as “Emotional intelligence refers to a set of abilities that involve the way in which people perceive, express, understand, and manage their own emotions as well as the emotions of others. Although there are several different definitions and models found in the literature, there is considerable overlap among them. At the core of every definition are the abilities to perceive emotion clearly in oneself and in others, to use emotions to facilitate thought and action, to understand how emotions affect one's own behavior and that of others, and to regulate one's own emotional reactions.” This skill of sensing and applying the information empowers project managers as their greatest source of energy, motivation, connection, and influence.

Moreover, the self-awareness, self-regulation, empathy, motivation, and social skills of project managers will be boosted. The importance of emotional intelligence in project management is tremendous. It helps them to better navigate the relationships and team building within the project. Furthermore, it eases stakeholders’ tensions and pressures, and increases the ability to deliver high-value projects with engaged team members. According to P. Shimer in his article, The Importance of Emotional Intelligence to The CFO role, in the Wall Street Journal stated that EI is useful: “to communicate and build relationships with other leaders across the organization and with clients.” When coupled with communications, relationships, motivation, and leading by example, EI is so important for project managers. The goal of any project manager is to lead the team to successfully complete the project within budget, allocated time, and resources. For that end, Emotional Intelligence is handy.

**References**

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