

COURSE OVERVIEW SS1271

Emotional Intelligence in Project Management

Course Title

Emotional Intelligence in Project Management

Course Date/Venue

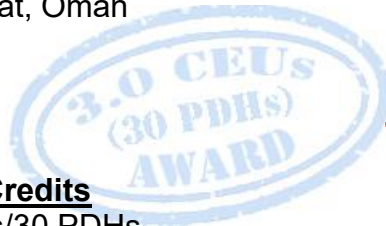
October 11-15, 2026/Sur Meeting Room, Royal Tulip Muscat, Muscat, Oman

Course Reference

SS1271

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs



Course Description



70% of this course is practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.



This course is designed to provide participants with a detailed and up-to-date overview of Emotional Intelligence in Project Management. It covers the importance of emotional intelligence (EI) and the benefits of EI throughout the project lifecycle; the core components of emotional intelligence and emotional health and physical well-being; the emotional awareness in the project environment, emotional intelligence and project success, self-assessment and personal emotional intelligence development; and the emotional intelligence in project leadership, emotional self-regulation in project management and communication through emotional intelligence.



Further, the course will also discuss the stakeholder engagement using emotional intelligence, emotional intelligence in team collaboration and emotional intelligence techniques in the project environment; the types of emotions affecting project teams, emotional responses during project challenges, positive versus negative emotional states and emotional contagion within teams; and the emotions during project execution, conflict management through emotional intelligence and trust within project teams.

During this interactive course, participants will learn the emotional intelligence during change management and decision-making, self-awareness and emotional resilience; the optimism versus pessimism in project management and motivation, coaching and mentoring with emotional intelligence; the emotional intelligence for high-performance teams, project lifecycle and risk and crisis management; and the emotionally intelligent project culture, practical emotional intelligence tools and techniques and personal and team emotional intelligence action plans.

Course Objectives/Outcomes & Benefits for the Participants

Upon the successful completion of this course, each participant will be able to:-

- Apply and get an in-depth knowledge on emotional intelligence in project management
- Discuss the importance of emotional intelligence (EI) and the benefits of EI throughout the project lifecycle
- Explain the core components of emotional intelligence including emotional health and physical well-being
- Carryout emotional awareness in the project environment, emotional intelligence and project success, self-assessment and personal emotional intelligence development
- Apply emotional intelligence in project leadership, emotional self-regulation in project management and communication through emotional intelligence
- Employ stakeholder engagement using emotional intelligence, emotional intelligence in team collaboration and emotional intelligence techniques in the project environment
- Identify types of emotions affecting project teams, emotional responses during project challenges, positive versus negative emotional states and emotional contagion within teams
- Manage emotions during project execution, apply conflict management through emotional intelligence and build trust within project teams
- Implement emotional intelligence during change management and decision-making as well as develop self-awareness and emotional resilience
- Differentiate optimism versus pessimism in project management and apply motivation, coaching and mentoring with emotional intelligence
- Employ emotional intelligence for high-performance teams, project lifecycle and risk and crisis management
- Build an emotionally intelligent project culture, apply practical emotional intelligence tools and techniques and develop personal and team emotional intelligence action plans

Exclusive Smart Training Kit - H-STK®



*Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspects and considerations of emotional intelligence in project management for project directors, PMO directors, project sponsors, program managers, portfolio managers, project managers, senior project engineers, project engineers, project coordinators, project controllers, PMO managers, PMO analysts, project planning and scheduling managers, planning and scheduling engineers and other technical staff.

Training Methodology

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

30% Lectures

70% Practical Exercises, Case Studies, Engaging Slides/Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities, Ice Breaking Activities, Group Activities and E-learning associated with the course topic is preferred

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Learning Design & Customization

This course can be customized to the exact requirements of clients. Haward Technology is so proud of our huge capabilities in tailoring our courses to the training needs of our valued clients.

Course Fee

US\$ 5,500 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours

Certificate Accreditations

Haward's certificates are accredited by the following international accreditation organizations:

-  British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

-  The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Ms. Susan Myburg is a **Senior Management Consultant** with almost **30 years** of teaching, training and industrial experience. Her expertise lies extensively in the areas of **Emotional Intelligence for Project Management, Self-Mindset Motivation, Emotional Awareness, Emotional Regulation, Communication Skills for Positive Influence, Coaching & Mentoring, Leadership & Team Building, Psychology of Leadership, Interpersonal Skills & Teamwork, Creative Thinking & Problem-Solving Techniques, Emotional Intelligence, Presentation Skills, Communication & Interpersonal Skills, Effective Communication & Influencing Skills, Effective Business Writing Skills, Writing Business Documents, Change Management and Negotiations Management, Talent Acquisition in Organizational Success, Recruitment Planning, Coaching & Mentoring, Innovation & Creativity, Office Management & Administration Skills, Controlling Your Time & Managing Stress, Crisis Management, Embracing Innovation Culture, Strategic Talent Management, People Management, Information Management, Strategies for Setting Annual Goals, Monitoring Progress & Evaluation Performance, Coaching & Motivation, Project Management, Project Management Plan, Project Work Monitoring & Control, Project Scope Management, Project Time Management, Project Cost Management, Project Quality Management, Quality Assurance, Project Human Resource Management, Project Communications Management, Project & Contracts Management Skills, Project & Construction Management, Project Planning & Delegating, Project Planning, Scheduling & Control, Project Delivery & Governance Framework, Project Management Practices, Project Management Disciplines, Project Risk Management, Risk Identification Tools & Techniques, Risk, Budgeting & Cost Management in Projects, Project Life Cycle, Project Stakeholder & Governance, Project Management Processes, Project Integration Management, Leadership Orientation Programme, Leading People & Change.**

During her career life, Ms. Myburg has gained her academic and field experience through her various significant positions and dedication as the **General Manager, Regional Manager, Head of Bankfin, HR Consultant, Group Executive, Account Executive** and Senior Instructor/Trainer from various international companies such as the South African Post Office, ABSA, Optimal Leading, just to name a few.

Ms. Myburg has a **Master's** degree in **Executive Development Programme, Bachelor** degrees in **Personnel Management** and **Industrial Psychology**. Further, she is a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**. She has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the workshop for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1: Sunday, 11th of October 2026

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	PRE-TEST
0830 – 0930	Introduction to Emotional Intelligence in Project Management Definition and Importance of Emotional Intelligence (EI) • Emotional Intelligence versus Intelligence Quotient (IQ) • Benefits of EI throughout the Project Lifecycle • Emotional Intelligence Competencies for Project Professionals
0930 – 0945	Break
0945 – 1030	Core Components of Emotional Intelligence Self-Awareness • Self-Regulation • Social Awareness and Empathy • Relationship Management
1030 – 1130	Emotional Health & Physical Well-Being Relationship Between Emotional Health and Physical Health • Impact of Stress on Decision-Making and Performance • Building Healthy Habits for Sustainable Performance • Maintaining Work-Life Balance During Projects
1130 – 1215	Emotional Awareness in the Project Environment Identifying Personal Emotional Triggers • Recognizing Emotional Responses in Others • Emotional Intelligence During Project Phases • Emotional Awareness in High-Pressure Situations
1215 – 1230	Break
1230 – 1330	Emotional Intelligence & Project Success Emotional Intelligence as a Leadership Competency • Influence of EI on Team Performance • Emotional Intelligence and Project Outcomes • Developing an Emotionally Intelligent Project Culture
1330 – 1420	Self-Assessment & Personal Emotional Intelligence Development Emotional Intelligence Assessment Tools • Identifying Personal Strengths and Development Areas • Establishing Emotional Intelligence Goals • Creating an Individual Development Plan
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day One

Day 2: Monday, 12th of October 2026

0730 – 0830	Applying Emotional Intelligence in Project Leadership Emotionally Intelligent Leadership Styles • Leading with Empathy and Influence • Building Leadership Credibility • Inspiring Commitment and Motivation
0830 – 0930	Emotional Self-Regulation in Project Management Managing Emotions Under Pressure • Controlling Emotional Reactions • Techniques for Remaining Calm During Crises • Maintaining Professional Judgment

0930 – 0945	Break
0945 – 1100	Communication through Emotional Intelligence Active Listening Techniques • Verbal and Non-Verbal Communication • Emotional Awareness During Conversations • Delivering Constructive Feedback
1100 – 1215	Stakeholder Engagement Using Emotional Intelligence Understanding Stakeholder Personalities • Building Positive Stakeholder Relationships • Managing Difficult Stakeholders • Strengthening Trust and Collaboration
1215 – 1230	Break
1230 – 1330	Emotional Intelligence in Team Collaboration Encouraging Open Communication • Supporting Psychological Safety • Building Inclusive Project Teams • Promoting Team Accountability
1330 – 1420	Emotional Intelligence Techniques in the Project Environment Emotional Intelligence Decision-Making Techniques • Emotional Mapping and Reflection • Appreciating Different Perspectives • Practical EI Applications throughout Project Activities
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Two

Day 3: Tuesday, 13th of October 2026

0730 – 0830	Understanding Emotions in Projects Types of Emotions Affecting Project Teams • Emotional Responses During Project Challenges • Positive versus Negative Emotional States • Emotional Contagion within Teams
0830 – 0930	Managing Emotions During Project Execution Managing Anxiety and Uncertainty • Responding to Pressure and Deadlines • Maintaining Motivation During Difficult Phases • Emotional Recovery After Setbacks
0930 – 0945	Break
0945 – 1100	Conflict Management through Emotional Intelligence Identifying Sources of Conflict • Emotional Drivers of Workplace Conflict • Conflict Resolution Techniques • Negotiation with Emotional Awareness
1100 – 1215	Building Trust within Project Teams Foundations of Trust • Demonstrating Integrity and Respect • Encouraging Transparency • Maintaining Long-Term Team Relationships
1215 – 1230	Break
1230 – 1330	Emotional Intelligence During Change Management Managing Resistance to Change • Supporting Teams through Transitions • Communicating Organizational Change • Maintaining Team Morale
1330 – 1420	Emotional Intelligence for Decision-Making Managing Emotional Bias • Rational versus Emotional Decisions • Ethical Decision-Making • Improving Judgment Under Pressure
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Three

Day 4: Wednesday, 14th of October 2026

0730 – 0830	Developing Self-Awareness Recognizing Emotional Patterns • Understanding Personal Values • Identifying Leadership Behaviors • Continuous Personal Reflection
0830 – 0930	Developing Emotional Resilience Building Mental Toughness • Coping with Project Failures • Managing Stress and Burnout • Sustaining High Performance
0930 – 0945	Break
0945 – 1100	Optimism versus Pessimism in Project Management Characteristics of Optimistic Thinking • Risks of Excessive Optimism • Recognizing Pessimistic Behaviors • Developing Balanced Thinking
1100 – 1215	Motivation & Emotional Intelligence Intrinsic and Extrinsic Motivation • Motivating Diverse Project Teams • Recognizing Team Achievements • Sustaining Employee Engagement
1215 – 1230	Break
1230 – 1330	Coaching & Mentoring with Emotional Intelligence Coaching Conversations • Emotional Support Techniques • Developing Team Members • Providing Growth-Oriented Feedback
1330 – 1420	Emotional Intelligence for High-Performance Teams Creating Positive Team Dynamics • Managing Cross-Functional Teams • Strengthening Collaboration • Maintaining Long-Term Team Effectiveness
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Four

Day 5: Thursday, 15th of October 2026

0730 – 0830	Emotional Intelligence Across the Project Lifecycle Initiation Phase Applications • Planning Phase Applications • Execution and Monitoring Applications • Project Closing Applications
0830 – 0930	Emotional Intelligence in Risk & Crisis Management Emotional Responses to Project Risks • Leading During Crisis Situations • Maintaining Team Confidence • Post-Crisis Recovery
0930 – 0945	Break
0945 – 1100	Building an Emotionally Intelligent Project Culture Embedding EI Into Project Governance • Encouraging Continuous Learning • Establishing Supportive Team Behaviors • Measuring Emotional Intelligence Improvement
1100 – 1215	Practical Emotional Intelligence Tools & Techniques Emotional Intelligence Checklists • Reflection Journals • Mindfulness and Stress-Management Techniques • Team Emotional Climate Assessments
1215 – 1230	Break
1230 – 1315	Developing Personal & Team Emotional Intelligence Action Plans Identifying Individual Improvement Priorities • Establishing Team Emotional Intelligence Objectives • Integrating EI Into Daily Project Activities • Measuring Progress and Continuous Improvement

131 – 1345	Continuous Development <i>Comprehensive Emotional Intelligence Case Study • Team-Based Project Leadership Exercise • Personal Emotional Intelligence Development Roadmap</i>
1345 – 1400	Course Conclusion <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course</i>
1400 – 1415	POST-TEST
1415 – 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch & End of Course</i>

Practical Sessions

70% of this highly-interactive course is practical sessions. Theory learnt (30%) will be applied using various role-plays, case studies and practical sessions.



Course Coordinator

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