Soft Skills and Emotional Intelligence for Project Success Training Course



09 - 13 Nov 2026

Cape town

4600 € (Per Person)

Ref: #PRM2282_256211

Course Introduction / Overview:

In today's fast-paced corporate environment, the success of a project is no longer solely determined by technical expertise or rigid adherence to a schedule. Instead, it is increasingly contingent on the project manager's ability to navigate the complex human and relational aspects of their role. This training course, "Soft Skills and Emotional Intelligence for Project Success," from BIG BEN Training Center, provides a comprehensive framework for developing these critical, often overlooked, competencies. The curriculum is grounded in the pioneering work of psychologists and academics, drawing inspiration from principles articulated in classics such as Daniel Goleman's Emotional Intelligence: Why It Can Matter More Than IQ and Peter Salovey's research on the topic. Participants will explore core modules on communication strategies, conflict resolution, emotional self-management, and effective team building. The program is designed to transform participants into influential leaders who can inspire trust, foster collaboration, and effectively manage the intricate web of stakeholder relationships. By mastering these essential soft skills, project professionals will be better equipped to lead projects that not only meet their technical objectives but also foster a positive and productive work environment.

Target Audience / This training course is suitable for:

- Project Managers seeking to enhance their leadership skills.
- Team Leaders and Supervisors.
- Aspiring Project Managers and individuals in coordination roles.
- Program and Portfolio Managers.
- Professionals involved in cross-functional projects.
- Business Analysts and Consultants.
- Anyone aiming to improve their interpersonal communication and negotiation skills.

Target Sectors and Industries:

- Information Technology.
- Construction and Engineering.
- Financial Services.
- Healthcare.
- Government and Public Sector.
- Telecommunications.
- Manufacturing.

Target Organizations Departments:

- Project Management Office (PMO).
- Research and Development.
- Human Resources.
- Operations.
- Marketing.
- Information Technology.
- Corporate Strategy.

Course Offerings:

By the end of this course, the participants will have able to:

- Master advanced communication techniques to effectively manage stakeholders.
- Develop and apply emotional intelligence to enhance team dynamics.
- Navigate and resolve complex conflicts within a project team.
- Improve negotiation and influence skills to secure project resources.
- Cultivate strong, trust-based relationships with all project members.
- Lead with empathy and adaptability in diverse project environments.
- Enhance personal resilience and stress management for sustained performance.

Course Methodology:

This training course employs a dynamic and hands-on methodology to ensure a deep and lasting understanding of the subject matter. The approach is a blend of interactive discussions, practical exercises, and real-world case studies designed to mimic the complexities of a live project environment. Participants will engage in simulated scenarios and role-playing to practice crucial skills such as conflict resolution, stakeholder negotiation, and team motivation. The program is specifically structured to promote collaborative learning, encouraging peer-to-peer feedback and the sharing of diverse professional experiences. Instructors from BIG BEN Training Center will guide participants through these activities, providing personalized insights and constructive feedback. The curriculum also integrates self-assessment tools to help individuals identify their own communication style and emotional triggers, allowing for targeted skill development. This comprehensive methodology ensures that participants not only absorb theoretical concepts but also gain the practical competence and confidence needed to apply their newly acquired soft skills to drive project success.

Course Agenda (Course Units):

Unit One: The New Paradigm of Project Leadership.

- The shift from technical management to human-centric leadership.
- Defining soft skills and their direct impact on project outcomes.
- Foundational principles of effective communication.
- Identifying and overcoming communication barriers.
- Building rapport and trust with project teams and clients.
- Active listening and empathetic responses.
- Strategies for clear and concise communication.

Unit Two: Emotional Intelligence: The Cornerstone of Leadership.

- The five pillars of emotional intelligence.
- Developing self-awareness and self-regulation.
- Utilizing social awareness to understand team dynamics.
- Applying relationship management skills.
- Recognizing and responding to emotional cues in others.
- The impact of emotional intelligence on team morale and productivity.
- Tools for emotional self-assessment.

Unit Three: Conflict Resolution and Negotiation Mastery.

- Understanding the root causes of conflict in projects.
- Proactive strategies for conflict prevention.
- Applying different conflict resolution styles.
- The art of effective negotiation.
- Negotiating for resources, scope, and project schedules.
- Mediating disputes between team members and stakeholders.
- Building a win-win mindset.

Unit Four: Building High-Performing Teams.

- The characteristics of high-performing teams.
- Fostering a culture of collaboration and psychological safety.
- Effective delegation and empowerment.
- Motivating diverse team members.
- Providing constructive feedback and recognition.
- Leading remote and hybrid teams.
- Developing a personal leadership style.

Unit Five: Strategic Application and Professional Growth.

- Putting it all together: A comprehensive case study.
- Advanced stakeholder engagement techniques.
- Ethical considerations in project leadership.
- Public speaking and presentation skills for project updates.
- Creating a personal development plan for continuous improvement.
- Navigating career advancement through soft skills.
- Course review and final Q&A.

FAQ:

Qualifications required for registering to this course?

There are no prerequisites.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

In what ways does a project manager's mastery of emotional intelligence serve as a predictive indicator for a project's long-term success, particularly in the face of unforeseen scope creep and interpersonal conflict?

What unique qualities does this course offer compared to other courses?

This training course distinguishes itself by its rigorous academic and practical approach to human-centric project leadership. While many courses briefly touch on soft skills, our program, developed by BIG BEN Training Center, offers a deep and immersive exploration of the subject, grounded in the latest research from behavioral psychology and organizational theory. We move beyond simple theory by integrating experiential learning at every stage, using realistic case studies and extensive role-playing to ensure participants not only understand concepts but can also apply them effectively under pressure. The curriculum is specifically designed to address the complex and often unpredictable interpersonal dynamics of a project, teaching participants how to handle difficult conversations, manage conflicting interests, and lead with empathy. We emphasize the development of emotional intelligence as a foundational skill, recognizing its critical role in building trust and fostering collaboration. This comprehensive and hands-on methodology empowers participants to transform from task managers into influential leaders, capable of navigating any project and leaving a lasting, positive impact on their teams and organizations.