Emotional Intelligence and Leadership for Project Managers Training Course

21 - 25 Dec 2026

Kuala Lumpur

5200 € (Per Person)

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Course Introduction / Overview:

In the dynamic world of project management, technical proficiency and methodological expertise are only part of the equation for success. The true differentiator lies in a leader's ability to navigate the complex human elements of a project. This course delves into the critical intersection of emotional intelligence (EQ) and effective project leadership. As pioneered by renowned psychologist Daniel Goleman in his seminal work, "Emotional Intelligence: Why It Can Matter More Than IQ," the capacity to understand and manage one's own emotions, as well as recognize and influence the emotions of others, is paramount. This training program is meticulously designed to equip project managers with the essential soft skills needed to inspire teams, manage stakeholders, and steer projects to successful completion, even amidst uncertainty and pressure. At BIG BEN Training Center, we provide a comprehensive framework that moves beyond theory, offering practical tools and strategies to enhance self-awareness, empathy, and social skills. Participants will learn to foster a positive project environment, resolve conflicts constructively, and build resilient, high-performing teams, ultimately transforming their leadership approach and driving superior project outcomes. This journey will empower you to lead with greater insight, influence, and impact.

Target Audience / This training course is suitable for:

- Project Managers at all levels of experience.
- Program Managers and Portfolio Managers.
- Team Leaders and Supervisors.
- Project Coordinators and Project Team Members.
- Aspiring Project Management Professionals.
- Functional Managers with project responsibilities.
- Scrum Masters and Agile Coaches.
- Consultants involved in project delivery.

Target Sectors and Industries:

- Information Technology and Software Development.
- Construction and Engineering.
- Healthcare and Pharmaceuticals.
- Banking, Finance, and Insurance.
- Telecommunications.
- Governmental agencies and public sector organizations.
- Manufacturing and Logistics.
- Consulting and Professional Services.
- Energy and Utilities.

Target Organizations Departments:

- Project Management Office (PMO).
- Information Technology (IT) Departments.
- Engineering and Development Teams.
- Operations and Production.
- Research and Development (R&D).
- Human Resources and Talent Development.
- Marketing and Sales Departments.
- Customer Service and Support.

Course Offerings:

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

- Assess and develop their personal emotional intelligence competencies based on established frameworks.
- Apply self-awareness and self-regulation techniques to manage stress and make effective decisions under pressure.
- Utilize empathy to better understand and manage stakeholder needs and expectations.
- Develop advanced communication strategies to foster collaboration and build trust within project teams.
- Implement effective conflict resolution techniques to address disagreements constructively.
- Motivate and inspire team members to achieve peak performance and project goals.
- Lead organizational change with greater emotional resilience and adaptability.
- Create a psychologically safe environment that encourages innovation and open communication.
- Develop a personal action plan for continuous improvement in emotionally intelligent leadership.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and directly applicable to the professional challenges faced by project managers. We believe that adult learning is most effective when it combines knowledge acquisition with practical application. Therefore, this course moves beyond traditional lectures to create a dynamic learning environment. The program incorporates a blend of expert-led presentations, real-world case study analyses, and facilitated group discussions that encourage peer-to-peer learning and the sharing of diverse experiences. Participants will engage in individual self-assessment exercises to gain deeper insight into their own emotional intelligence strengths and areas for development. A significant portion of the training is dedicated to hands-on activities, including role-playing scenarios for conflict resolution and stakeholder engagement, team-based problem-solving workshops, and practical exercises in active listening and providing constructive feedback. This immersive approach ensures that participants not only understand the concepts of emotional intelligence but also build the confidence and skills to apply them immediately in their project environments, fostering lasting behavioral change and enhanced leadership effectiveness.

Course Agenda (Course Units):

Unit One: The Foundation of Emotionally Intelligent Project Leadership

- The critical link between emotional intelligence and project success.
- Understanding the four core domains of EQ: Self-Awareness, Self-Management, Social Awareness, and Relationship Management.
- Conducting a personal EQ assessment to identify strengths and development areas.
- The neuroscience behind emotions and decision-making in high-pressure situations.
- Recognizing emotional triggers and developing self-regulation strategies.
- The impact of a leader's emotional state on team morale and performance.
- Distinguishing between emotional intelligence and personality.

Unit Two: Self-Awareness and Self-Management for the Project Manager

- Techniques for developing accurate self-assessment and emotional self-awareness.
- Building self-confidence and recognizing your impact on others.
- Mastering self-control and managing disruptive emotions and impulses.
- Developing adaptability and resilience in the face of project changes and setbacks.
- Practicing mindfulness and stress management techniques for peak performance.
- Aligning personal values with project goals to drive authentic leadership.
- The role of optimism and initiative in overcoming project obstacles.

Unit Three: Social Awareness and Empathy in Stakeholder Engagement

- Developing empathy to understand team members' perspectives and motivations.
- Techniques for active listening and reading non-verbal cues.
- Organizational awareness: Navigating project politics and informal networks.
- Building rapport and trust with key stakeholders, clients, and sponsors.
- Anticipating stakeholder needs and managing expectations proactively.
- Leveraging empathy to de-escalate conflicts and negotiate effectively.
- Understanding and responding to the emotional climate of the project team.

Unit Four: Relationship Management and Influential Leadership

- Mastering influential communication to gain buy-in and commitment.
- Developing and mentoring others through effective coaching and feedback.
- Inspiring and guiding teams toward a shared project vision.
- Advanced conflict management and resolution strategies.
- Fostering teamwork, collaboration, and psychological safety.
- Leading change initiatives by addressing the human side of transition.
- Building and maintaining effective professional networks for project support.

Unit Five: Cultivating a High-EQ Project Culture and Strategic Application

- Integrating EQ principles into project management lifecycle processes.
- Strategies for building an emotionally intelligent project team from the ground up.
- Leading with vision and creating a culture of accountability and trust.
- Ethical considerations and the responsible use of emotional influence.
- Measuring the impact of EQ on project KPIs and business outcomes.
- Creating a personal leadership development plan for continuous EQ growth.
- Capstone exercise: Applying EQ strategies to a complex project simulation.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

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:

Beyond project metrics, how can a project manager's emotional intelligence be a leading indicator of long-term team well-being and organizational success?

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

This course distinguishes itself by moving beyond theoretical frameworks to offer a deeply practical and integrated approach tailored specifically for the project management profession. While many programs treat emotional intelligence as a standalone soft skill, we embed it directly into the project lifecycle, from stakeholder engagement and risk assessment to team motivation and conflict resolution. Our curriculum is built on the premise that a project manager's ability to manage the human dynamics of a project is as crucial as their ability to manage schedules and budgets. The program emphasizes self-reflection and actionable strategy, providing participants with validated assessment tools to understand their own EQ profile and a clear roadmap for development. Unlike generic leadership courses, every case study, role-playing scenario, and group discussion is contextualized within real-world project challenges. We focus on cultivating authentic leadership, enabling managers to build genuine trust and psychological safety, which are the cornerstones of high-performing, resilient teams. The ultimate goal is not just to teach concepts but to foster a fundamental shift in leadership mindset, empowering participants to drive project success through superior interpersonal effectiveness.