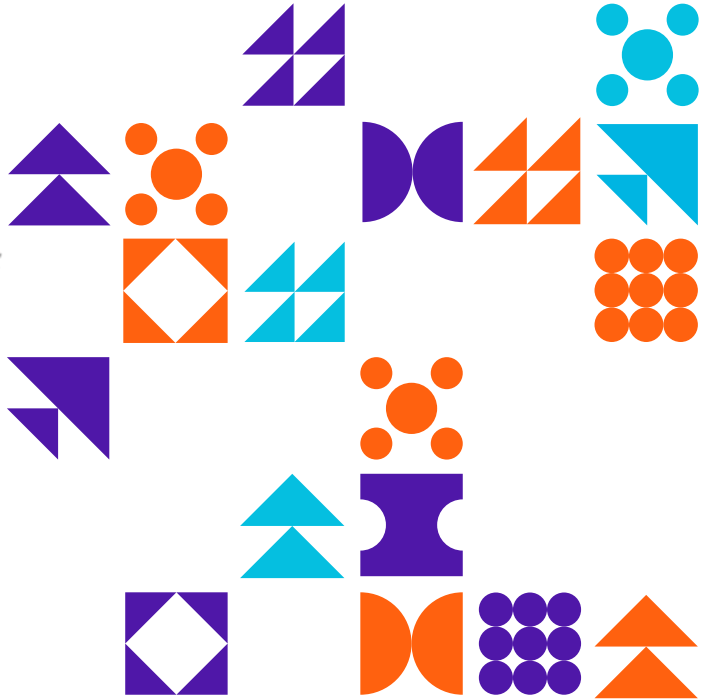


TOPIC: *SOFT SKILLS & EMOTIONAL INTELLIGENCE*

IT'S IMPORTANCE TO PROJECTS MANAGERS

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CONTENTS

- Cover Page
- About the Presenter
- Abstract
- Introduction
- Soft Skills and Emotional Intelligence
- Classification of Soft Skills
- Benefits to Project Managers
- Conclusion
- Q & A

ABOUT THE PRESENTER



- A recent graduate from Webster University with an MBA, Project Management.
- A Project Management Professional (PMP) with years of experience in business analysis, business process optimization, data analysis, of experience in corporate environments developing extensive operational comprehension and techniques.
- I have about 10 years of teaching experience in Mathematics, Integrated Science and Business Management at Prince of Peace Academy and Accra International Business College.
- At present, I work with Landis & Gyr (a global energy/utility solutions management firm) managing risks register, process planning, process flows development, work instructions and Standard Operating Procedures (SOPs) to support network gateway monitoring and maintenance effort of the Ameren Missouri Smart Meter Program.

ABSTRACT

- The hard truth is, there is a great distance between what companies desire in a candidate or employee and what the candidate can offer and most people aspiring to a job or already having one, do not realize **the importance of developing Soft Skills and Emotional Intelligence** until they face the harsh reality.
- This presentation would try to explain the difference between Soft Skills and Emotional Intelligence, the various groups/types of Soft Skills and why these skills are needed as current and prospective project managers.

INTRODUCTION

- Project methods and tools are very useful in project management in order to organize, plan and report but its application might represent not more than 30% of challenges to Project Managers (PMs).
- The other 70% concern the management of the project team, stakeholders and client relationship and integrating the project into the company's overarching goals.
- Projects is about solving complex problems. It's the PM's duty to simplify what may appear as a complex problem by turning normal communication/conversation into an intelligent one where all objectives are clear to all stakeholders.
- One of the biggest challenge in project management, be it waterfall or agile is motivating cross-functional teams and I believe Soft Skills and Emotional Intelligence is what is needed to overcome this challenge and also forms the 70% concern with the management of all project stakeholders.

Soft Skills & Emotional Intelligence



SOFT SKILLS AND EMOTIONAL INTELLIGENCE

- Soft Skills is like science and a major part of people management. Emotional Intelligence on the other hand, is the application of this science or the engineering aspect of Soft Skills.
- Therefore, we can safely say that, Soft Skills can be observed as the building blocks of Emotional Intelligence. And Emotional Intelligence as the weighted average of the Soft Skills someone possess.
- Soft skills is a portion of self-development for every individual irrespective of age, status, profession or any other. In today's world, you may find a large number of subject matter experts, equipped with highly competent hard skills, but a low number of people equipped with soft skills.

SOFT SKILLS AND EMOTIONAL INTELLIGENCE (Contd)

- In the past, a long learning curve of skills was acceptable, but nowadays, that is no longer the case. So, if a company can get people with good soft skills and able to take decisions, solve problems, work together, etc then those are preferred.
- As PMs, we need to see the self-development process as a life long undertaking for which one need to have a deep acquaintance, apply life long learning practices and personal reflection.
- A paramount function of the self-development process is boosting self confidence which is in high demand at every level. All these skills are revolving around the behaviour of an individual and they can not be separated from one another.

CLASSIFICATION OF SOFT SKILLS

LEI HAN Classified Soft Skills into two groups:

GROUP A: SELF MANAGEMENT SKILLS

1. Self-Awareness
2. Emotional Management
3. Self-Confidence
4. Stress Management
5. Resilience
6. Skills to forgive and forget
7. Persistence and Perseverance
8. Patience

CLASSIFICATION OF SOFT SKILLS

GROUP B – PEOPLE SKILLS

1. Communication Skills
2. Presentation Skills
3. Facilitation skills
4. Interviewing skills
5. Selling skills
6. Meeting Management Skills
7. Influence/Persuasion Skills
8. Team work skills

CLASSIFICATION OF SOFT SKILLS

9. Management skills
10. Leadership skills
11. Skills in dealing with difficult personalities
12. Skills in dealing with difficult situations
13. Ability to think/communicate under pressure
14. Networking Skills
15. Interpersonal Relationship skills
16. Negotiation skills
17. Mentoring/coaching skills
18. Organizing skills
19. Self-promoting skills
20. Savvy in handling office politics

Cultivate Your Softskill - Get A Better Job

SOFTSKILL



Research Skills

Teamwork

Problem Solving Skill

Presentation Skill

Dependability

Communication

Define Soft Skills

BENEFITS OF SOFT SKILLS EMOTIONAL INTELLIGENCE TO PMs

Due to digital transformation, business intelligence, it is important to understand that today it's not about showing where you studied, but rather of **demonstrating how capable you are of providing value and becoming an agent of change** that contributes to the achievement of the strategic objectives of the companies. This can then translate into better opportunities for current PMs and people eager to enter the profession of Project Management.

- Benefits for the individual – self awareness, self-confidence, creativity, empathizing with others
- Benefits for work/employment – understanding the environment, solving problems, making decisions, working in teams, time management, people management, agility, flexibility, influencing others, leading, negotiating, networking
- Benefits for the society at large – citizenship, cultural awareness, respecting other's opinions, respecting diversity.

CONCLUSION

- Today, the vast majority of companies find the competencies that a candidate or employee can offer more important than what school he comes from. Companies are finding it easier to develop someone in the knowledge needed for the organisation than to teach them to make decisions or to solve conflicts.
- Therefore, more and more attention have been paid to soft competencies that are related to intangible categories or formalized concepts such as motivation, dynamic leadership, value hierarchy, dedication and hard work. So to stay relevant in the project management field, managers need to study and, use more deeply, the resources of other natural sciences such as theory of cognition, cognitive and humanistic psychology, social informatics.

Q & A

Questions

