Emotional Intelligence for project management Leaders Training Course

Professional Development Training Course Outline

Category	Project Management	**Duration**	5 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Emotional Intelligence for Project Management Leaders is a critical capability in today's complex, high-pressure, and people-driven project environments. Emotional Intelligence for Project Management Leaders Training Course focuses on developing self-awareness, self-regulation, empathy, motivation, and social skills that directly influence leadership effectiveness, team performance, stakeholder engagement, and project success. By integrating emotional intelligence with modern project management practices, leaders can enhance decision-making, communication, conflict resolution, and resilience across the full project lifecycle. The course aligns emotional intelligence competencies with leadership agility, change management, and high-performance project delivery.

The course emphasizes practical application of emotional intelligence tools in real-world project settings, including cross-functional teams, virtual environments, multicultural contexts, and high-stakes stakeholder relationships. Participants will learn how emotional intelligence strengthens leadership credibility, reduces project risk, improves collaboration, and drives sustainable outcomes. Through structured learning, reflective exercises, and case studies, project leaders will gain the skills needed to manage emotions—both their own and others'—to deliver projects on time, within scope, and with strong stakeholder satisfaction.

Programme Curriculum

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Course Objectives

1. Understand the role of emotional intelligence in effective project leadership.
2. Develop self-awareness to improve leadership judgment and decision-making.
3. Apply self-regulation techniques to manage stress and pressure in projects.
4. Strengthen empathy for improved team engagement and stakeholder relations.
5. Enhance communication skills through emotional intelligence frameworks.
6. Improve conflict management using emotionally intelligent approaches.
7. Build resilient project teams through motivation and trust.
8. Apply emotional intelligence to change management and uncertainty.
9. Strengthen leadership influence without formal authority.
10. Improve stakeholder management using emotional insight and awareness.
11. Integrate emotional intelligence into project risk and issue management.
12. Enhance collaboration in cross-cultural and virtual project teams.
13. Develop a personal emotional intelligence action plan for leadership growth.

Organizational Benefits

- Improved project leadership effectiveness and credibility
- Higher team engagement and morale
- Reduced conflict and smoother issue resolution
- Improved stakeholder satisfaction and trust
- Stronger collaboration across functions and departments
- Increased resilience during project change and uncertainty
- Enhanced communication and decision-making quality
- Better retention and development of project talent
- Improved project delivery consistency and outcomes
- Stronger leadership culture aligned with organizational values

Target Audiences

- Project managers and project leaders
- Program and portfolio managers
- Team leaders and supervisors

- PMO managers and coordinators
- Senior managers overseeing projects
- Change management professionals
- Technical leads with leadership responsibilities
- Consultants and project management trainers

Course Duration: 10 days

Course Modules

Module 1: Foundations of Emotional Intelligence in Leadership

- Define emotional intelligence and its core components
- Understand the link between EI and leadership effectiveness
- Explore EI models relevant to project environments
- Identify emotional triggers in project leadership
- Assess personal EI strengths and gaps
- Case Study: Leadership failure caused by low emotional awareness

Module 2: Self-Awareness for Project Leaders

- Recognize emotions and their impact on behavior
- Identify personal leadership styles and emotional patterns
- Use reflection tools for self-assessment
- Understand emotional blind spots in decision-making
- Align values with leadership behavior
- Case Study: Self-awareness improving project leadership outcomes

Module 3: Self-Regulation Under Project Pressure

- Manage stress during tight deadlines and constraints
- Control emotional reactions in high-conflict situations
- Apply techniques for emotional balance and focus
- Prevent burnout in demanding project environments
- Build discipline and adaptability as a leader
- Case Study: Managing pressure during a failing project

Module 4: Motivation and Personal Drive

- Understand intrinsic and extrinsic motivation factors
- Align personal motivation with project goals
- Maintain momentum through long project cycles
- Inspire commitment during challenging phases

- Strengthen optimism and perseverance
- Case Study: Sustaining motivation during project delays

Module 5: Empathy in Project Leadership

- Understand perspectives of team members and stakeholders
- Recognize emotional cues in communication
- Build trust through empathetic leadership
- Manage diverse personalities and expectations
- Enhance inclusion and psychological safety
- Case Study: Empathy resolving stakeholder resistance

Module 6: Emotionally Intelligent Communication

- Improve listening skills and emotional presence
- Communicate clearly under pressure
- Adapt communication styles to different audiences
- Deliver difficult messages with emotional sensitivity
- Reduce misunderstandings and emotional escalation
- Case Study: Communication breakdown and project impact

Module 7: Managing Conflict with Emotional Intelligence

- Identify sources of conflict in project teams
- Apply EI techniques to de-escalate disputes
- Balance assertiveness and empathy
- Resolve conflict without damaging relationships
- Turn conflict into productive dialogue
- Case Study: Conflict resolution in a cross-functional team

Module 8: Building High-Performance Project Teams

- Create emotionally safe team environments
- Strengthen trust and collaboration
- Encourage accountability and mutual respect
- Manage emotions during team change
- Foster collective ownership of outcomes
- Case Study: Transforming a disengaged project team

Module 9: Stakeholder Management and Emotional Insight

- Identify stakeholder emotional drivers and concerns
- Manage expectations through emotional awareness
- Influence without authority using EI
- Build long-term stakeholder relationships
- Navigate political and organizational dynamics
- Case Study: Stakeholder conflict impacting project delivery

Module 10: Emotional Intelligence in Change Management

- Understand emotional responses to change
- Manage resistance with empathy and clarity
- Support teams through uncertainty
- Reinforce confidence during transitions
- Align change communication with EI principles
- Case Study: Emotional resistance during system implementation

Module 11: Cultural and Diversity Awareness

- Recognize cultural influences on emotions and behavior
- Manage cross-cultural communication challenges
- Build inclusive leadership practices
- Avoid emotional misinterpretation in global teams
- Strengthen collaboration across cultures
- Case Study: Cultural misunderstandings in an international project

Module 12: Emotional Intelligence in Risk and Crisis Situations

- Manage fear and anxiety during project crises
- Communicate calmly under pressure
- Support teams during critical incidents
- Maintain leadership presence in uncertainty
- Learn from emotional responses to failure
- Case Study: Leadership response during a project crisis

Module 13: Coaching and Developing Others

- Use EI to coach project team members
- Provide feedback with emotional sensitivity
- Support professional growth and confidence
- Address performance issues constructively
- Build future leaders through EI
- Case Study: Coaching improving individual performance

Module 14: Decision-Making and Ethical Leadership

- Understand emotional influences on decisions
- Balance logic and emotion in leadership choices
- Avoid bias and impulsive decisions
- Promote ethical behavior through EI
- Strengthen accountability and integrity
- Case Study: Ethical dilemma in project decision-making

Module 15: Personal EI Leadership Action Plan

- Assess personal EI development progress
- Identify leadership behaviors to strengthen
- Create a personal EI improvement roadmap
- Integrate EI into daily project leadership
- Commit to continuous emotional development
- Case Study: Long-term leadership growth through EI

Training Methodology

- Instructor-led interactive presentations
- Self-assessment and reflection exercises
- Group discussions and role-playing activities
- Real-life project leadership case studies
- Practical leadership simulations
- Action planning and feedback sessions

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.
f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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