



*Project Managers Have
Feelings Too!*

*Leadership
Techniques* LLC



Do our emotions influence our decisions? Should they?





**What's Love
Got To Do
With It?**

“A company is stronger if it is bound by love rather than by fear.”

*Herb Kelleher
(1931-2019)*

*Founder of
Southwest Airlines*



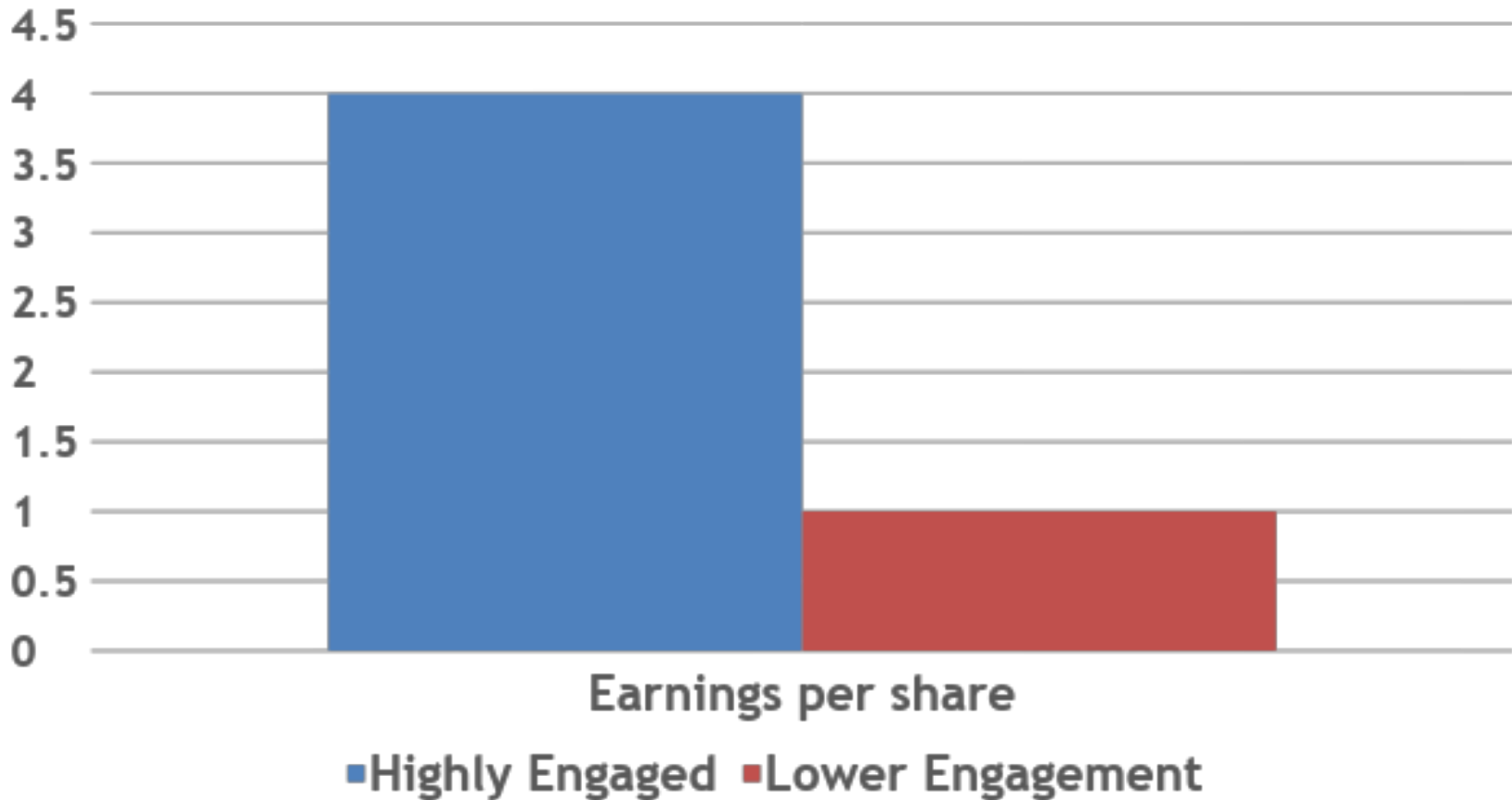


Southwest Airlines

Leadership
Techniques
LLC

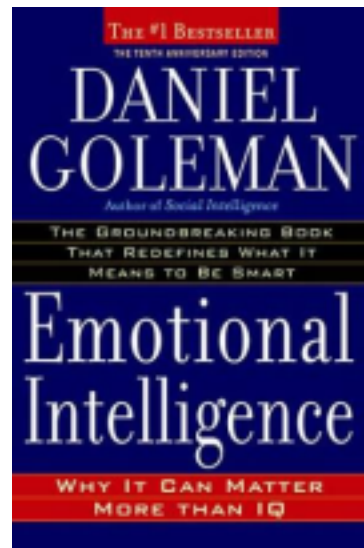


Performance



Emotional Intelligence

A set of competencies demonstrating the ability one has to recognize his or her behaviors, moods, and impulses, and to manage them best according to the situation.



- Self-Management
- Self-Awareness
- Self-Regulation
- Self-Motivation
- Empathy

Self-Management

- Be consistent
- Stick to the plan
- Be accountable
- Educate yourself
- Stay physically fit



Self-Awareness

- Ability to accurately perceive one's skills and knowledge, value and responsibilities.
- Being confident in what you have to offer, personally or professionally.



Self-Regulation

- **Good Pressure:** Result of an aggressive yet non-critical and non-harmful atmosphere. One aspires to be like the people around him/her. This motivation leads to the acquisition of self-regulation.
- **Bad Pressure:** When the atmosphere is critical and harmful. One has no motivation and loses self-regulation.
- **No Pressure:** He/she tends to act based on emotion, since there is no one to compare him/herself to.

Self-Motivation

- Work towards a cause
- Don't compare yourself to others
- Make the conscious effort to not give up
- Don't live in your past failures or successes
- Utilize positive thinking



Empathy

Sharing in the feelings of others, whether joy or sadness, is an admirable trait.



Seek First to Understand, Then to Be Understood

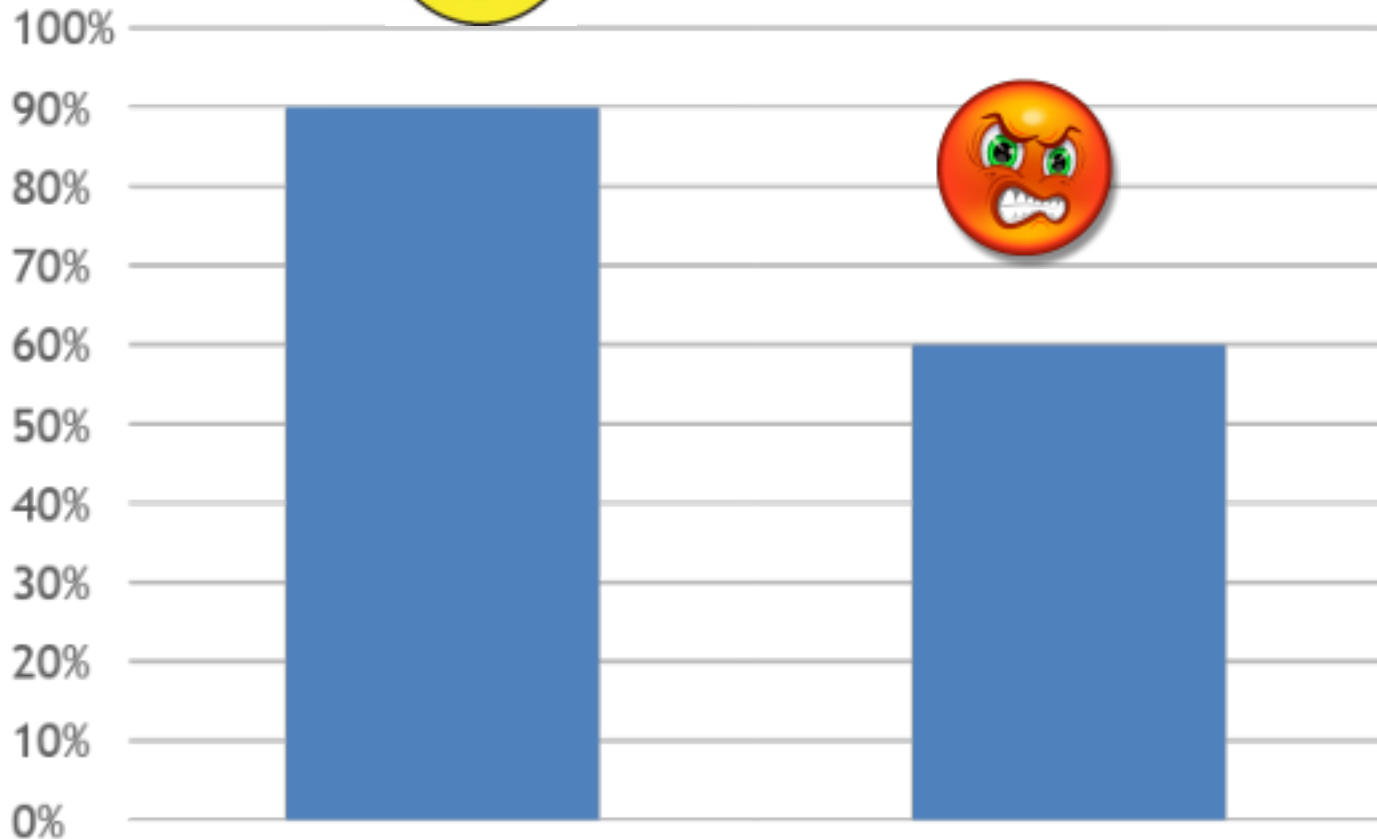
Empathic Listening

- builds trust and respect
- enables the disputants to release their emotions
- reduces tensions
- encourages the surfacing of information
- creates a safe environment that is conducive to collaborative problem solving

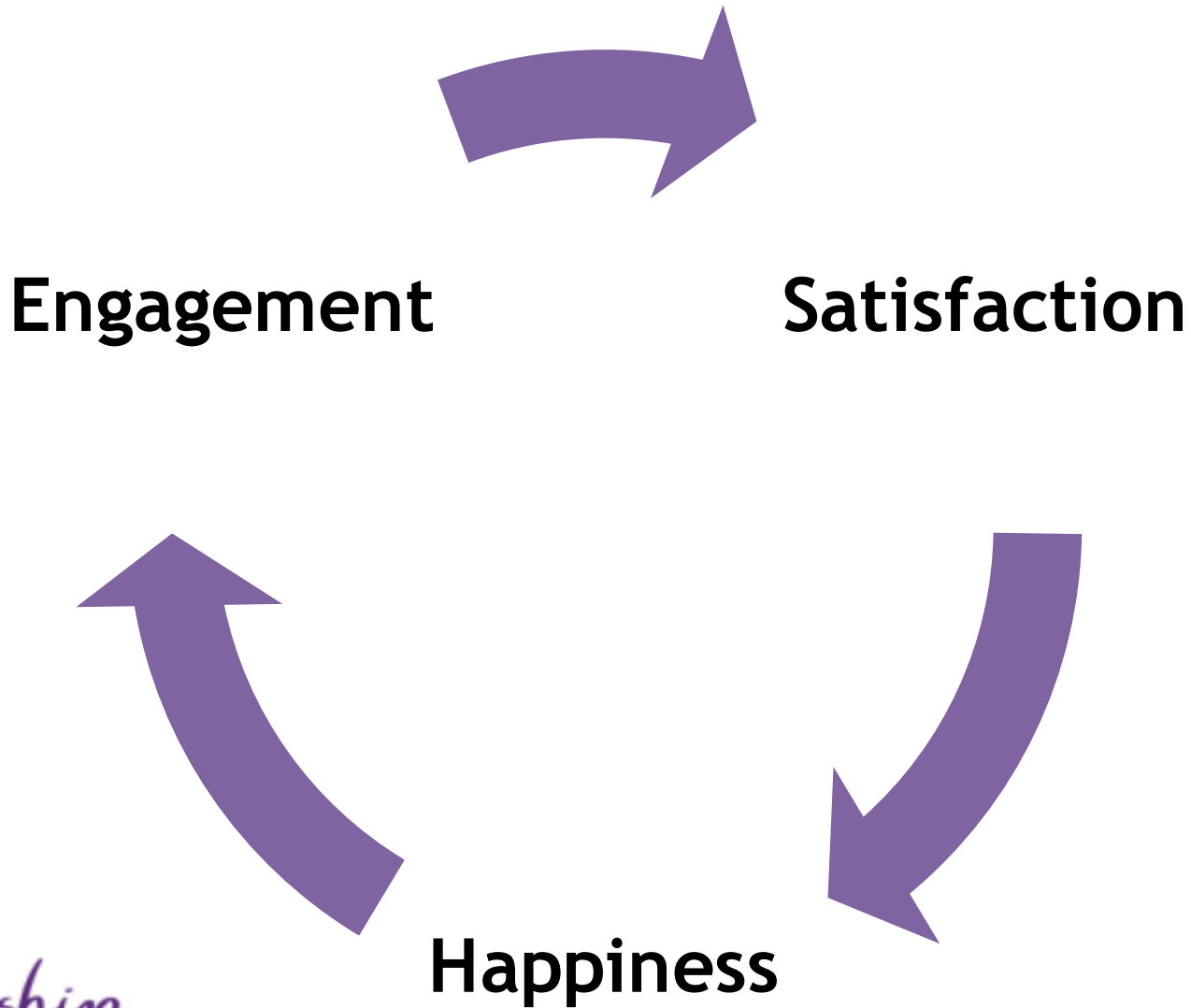


Dr. Stephen R.
Covey
(1932 - 2012)

Happy People Are Productive!



Positivity Cycle



Engagement

- Loyal and productive (Gallup)
- Knows what to do and wants to do it (Sibson consulting)
- Emotional commitment to the organization and its goals (Forbes)

Developing and Sustaining Employee Engagement
SHRM, March 17, 2017



NOW I'VE SEEN EVERYTHING

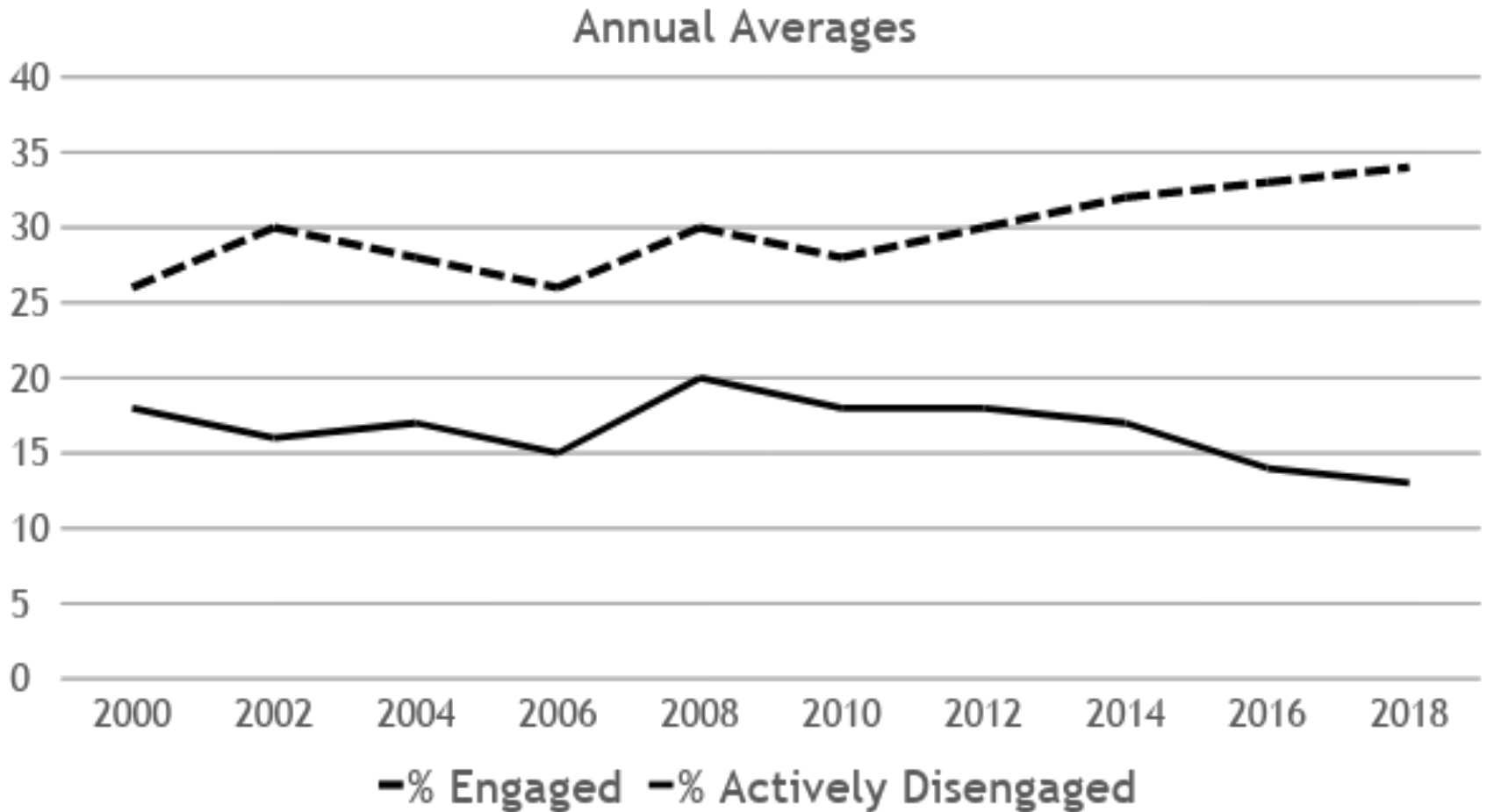
Engagement

Employee engagement on the rise in the U.S.

- 34% of U.S. workers are engaged
 - Highest in Gallup's history
- “Actively disengaged” is at a new low (13%)
- Engagement is highly related to positive business outcomes

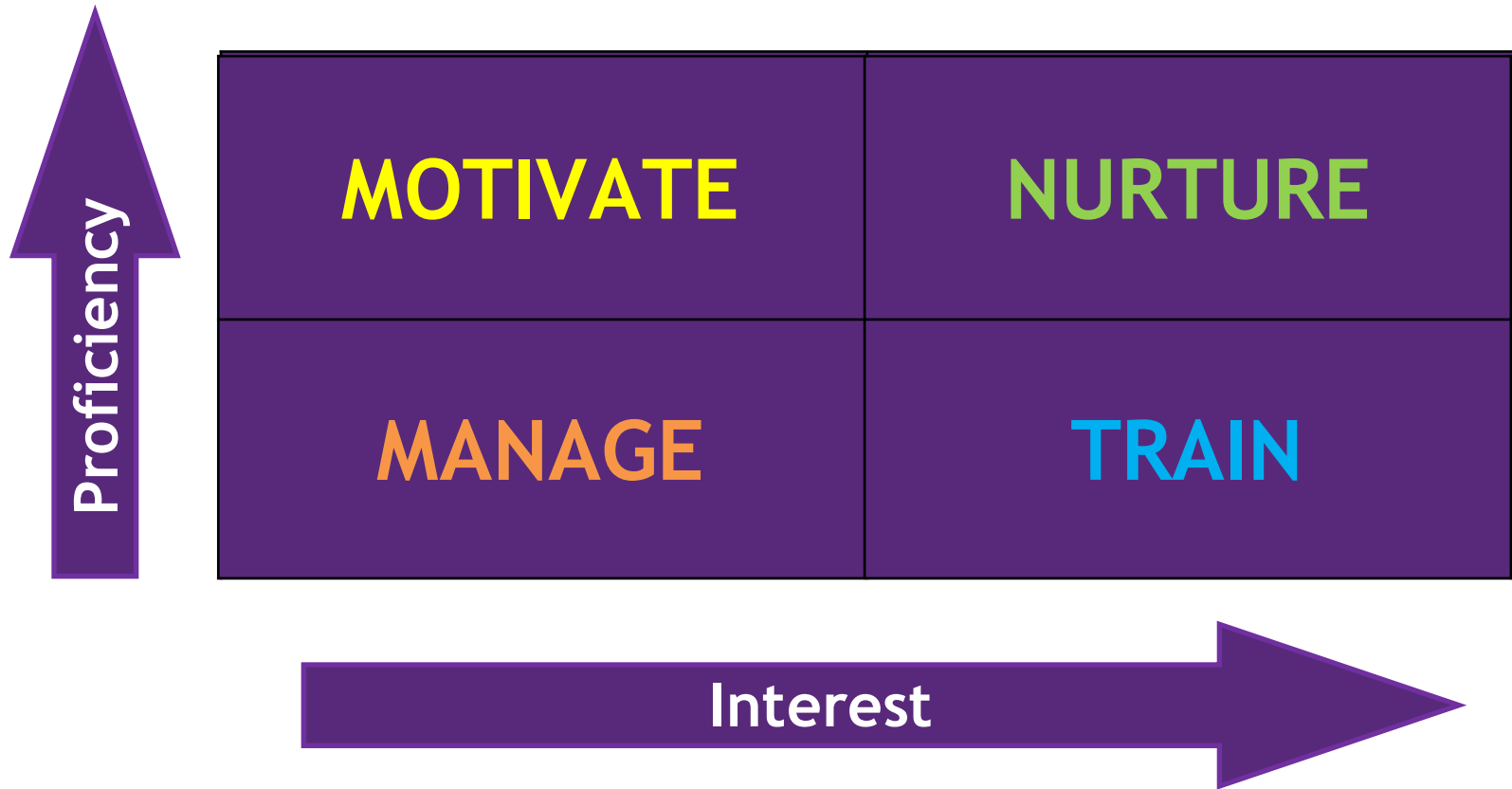


U.S. Employee Engagement Trend



Published by Gallup (2018 Results are for January - June)

Process-ize Performance Management



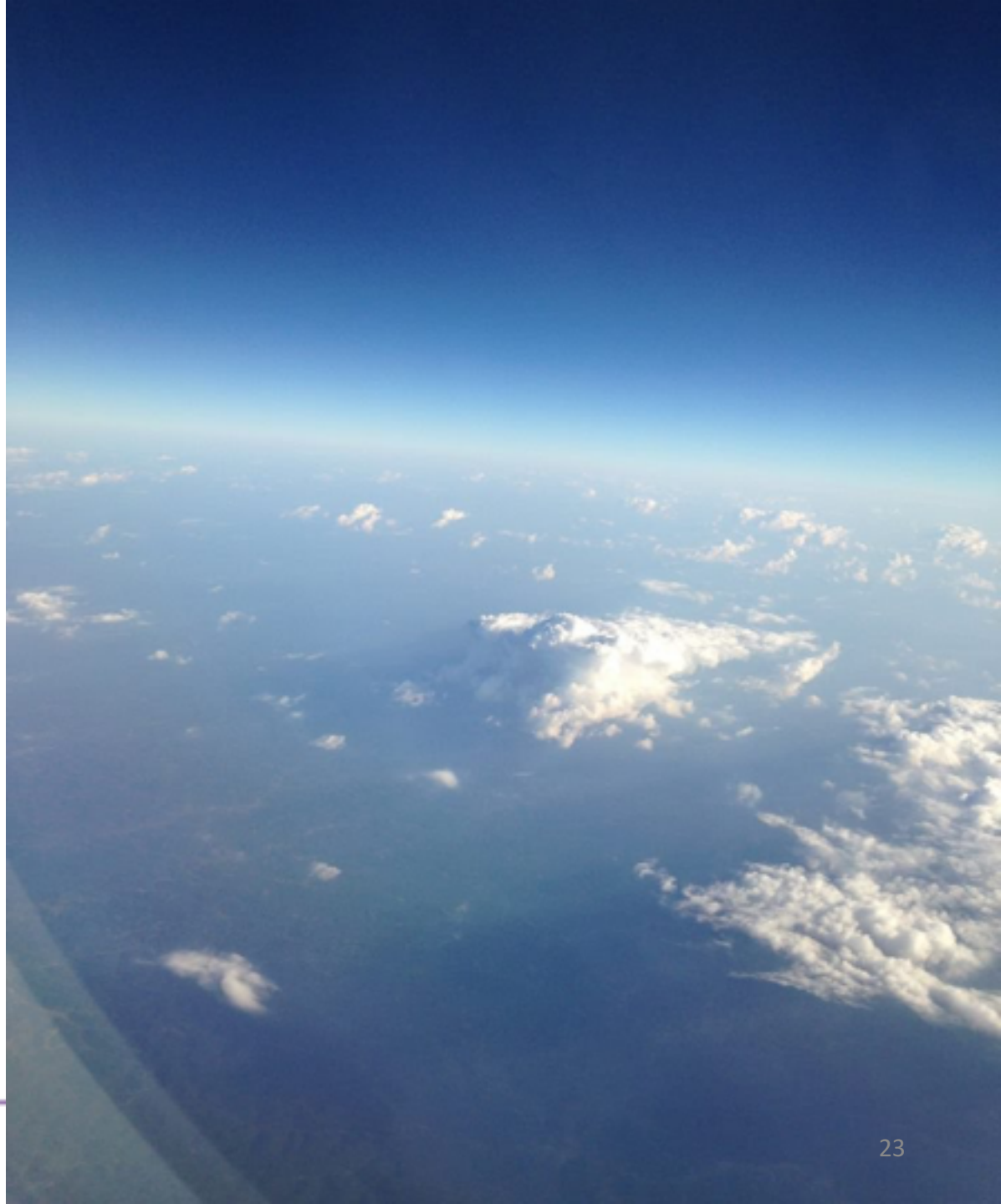
Results

- Substantially better customer engagement
- Higher productivity
- Better retention
- Fewer accidents
- 21% higher profitability
- Engaged workers also report better health outcomes



**"I learned it
by doing it,
and I was
scared to
death."**

- Herb Kelleher





**What's Love
Got To Do
With It?**



EVERYTHING!



Thank You!

Thank You!

Thank You!

Thank You!

Thank You!

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