

## Welcome!

Soft Skills Training Sessions #2 – 2021:

## Emotional Intelligence

What drives you during  
changing times – Part 2

- Imran Khurshid



# About the facilitator

**Imran Khurshid** is a Learning Designer and Facilitator and has 6+ years of experience in designing and delivering **soft skills training**.

He has been certified by the University of Cambridge, the UK on teaching and training. Imran has trained professionals at various organizations across industries in multiple countries.

Most recently he has completed his post-graduate education on “Leadership for Sustainability” from Malmö University in Sweden.

Imran is an active member of Project Management Institute's Sweden chapter and is part of the Young Professionals network.



# The Change in My Life...



# Poll

Day 1 was on Self-Awareness

**Are you familiar with the term Self-Awareness?**

1. Attended the previous session on Self-Awareness organized by PMI-Norway.
2. Watched the recorded webinar of the previous session.
3. Neither of the above but learned about it in the past.
4. None of the above. Coming across this term/concept for the first time.

# Tell us about yourself

- Your interests / work / passion.
- Your reflection from your last session if you have attended the previous session or if you have watched the video later, what did you find the most interesting about Self-Awareness?
- What are your learning goals from today's session?

# What we learned on the Previous Day

## Self-Awareness

It's your ability to recognize your emotions, their signs and their effects on your performance.

## Importance:

- You know the causes of your feelings and emotions.
- You know the effects of your emotions and how it affects team members.
- You have better relationship with yourself.
- You are more confident.

## **Tangible Outcomes:**

Meeting the targets of Quality, Time and Cost of your project.

## Values

Acceptance	Respect	Be Liked
Be Understood	Be Needed	Be Valued
Be in Control	Be Right	Be Treated Fairly
Attention	Comfort	Freedom
Peacefulness	Balance	Consistency
Order	Variety	Love
Safety	Predictability	Included
Fun	New Challenges	Autonomy

# You did an amazing work by sharing your stories!

1. What emotions do you go through during changing times?
2. What stimulates the positive emotions?
3. What stimulates the unwanted emotions?
4. What are the signs?



# Change and Emotional Intelligence

*“Change” is virtually the most feared word when it comes to organization.’(Quoted directly from the paper.)*

Despite using many techniques by organizations to overcome employees’ resistance to change, there have been big challenges in managing change.

So, organizations are now looking for people with high Emotional Quotient (EQ) to lead and manage change in their organizations.

This is because they can analyze the situation and have better control over their own impulses and behaviors.

*Source:  
“The Role of Emotional Intelligence in Change Management” by Hirwa Raithatha (Feb 2015)*



# Understanding Self-Regulation

## What Self-Regulation means

It is your ability to be in control of your emotions by understanding how to manage them and by making conscious decisions about how to respond in different situations.

## How to Regulate our Emotions

- Meditate
- Exercise
- Share with others
- Keep a Journal
- Spend time in nature

# Embracing Change through Self-Regulation

**Identify the cause of your resistance.** (For this you would need Self-Awareness.)

Ask yourself:

*Am I worried that the change will make me look incompetent?*

*Am I concerned that the change will interfere with my autonomy?*

**Be positive with the change.**

Ask yourself:

*Where are the opportunities with this change?*

*And then, How will these opportunities help me and others?*

*Source: How to Embrace Change Using Emotional Intelligence  
by Wiens and Rowell in Harvard Business Review (31 Dec 2018)*

# Embracing Change through Self-Regulation (cont.)

## Question the basis of your emotional response

- What story are you telling yourself?

*What is my primary emotion associated with this change? Is it fear, anger, frustration?*

Once you identify the emotion, ask what that's about?

*What do I believe to be true that's making me angry/fearful/frustrated?*

## Practice Mindfulness.

It helps to examine your Feelings and see how they are Affecting Your Attitude.

*Source: How to Embrace Change Using Emotional Intelligence  
by Wiens and Rowell in Harvard Business Review (31 Dec 2018)*

# Group Discussion

We are now going to reflect on our current situations, our ways of practicing self-regulation, and what can be done to bring about more changes in our lives regarding self-regulation.

## Questions to reflect and discuss on:

1. What changes are your organization, or you are going through?
2. What emotions are you going through and why?
3. What do you do to manage the unwanted emotions?
4. Do they work? Why/why not?
5. What are you going to do differently to manage your emotions better?

Let us see how we can use Google Jamboard!

# Group Activity: 3 persons in Each Group

## Breakout Rooms and Google Jamboard

*Number in Breakout Room = Number in Jam board*

Link to Jamboard: To be shared in the chat box.

### Time: 20 min

10 min: Self Reflecting and writing down the ideas

3 min: Sharing by person 1

3 min: Sharing by person 2

3 min: Sharing by person 3

1 min: Buffer time

### Questions to reflect on:

1. What changes are your organization, or you are going through?
2. What emotions are you going through and why?
3. What do you do to manage the unwanted emotions?
4. Do they work? Why/why not?
5. What are you going to do differently to manage your emotions better?

# Reflection

What did you find to be interesting in the last discussion in the breakout rooms?

Time: 5 min

# Action Plan

What are you going to do now to manage their emotions better?

Time:

Planning: 3 min

Sharing: 4 min



# Self Assessment

1. How well did you understand the concept of Self-Regulation in the past?

Options: 1, 2, 3, 4, 5

2. How well do you understand the concept of Self- Regulation now?

Options: 1, 2, 3, 4, 5

3. How well did you practice Self- Regulation in the past?

Options: 1, 2, 3, 4, 5

4. How well do you think you will be able to practice Self- Regulation now?

Options: 1, 2, 3, 4, 5

Thank you very much!

Connect with me!

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LinkedIn: <https://www.linkedin.com/in/imrannkhurshid/>

# Thank you for participating!

- The recording will be shared on our website
- Visit our homepage ([pmi-no.org](http://pmi-no.org)) for more events



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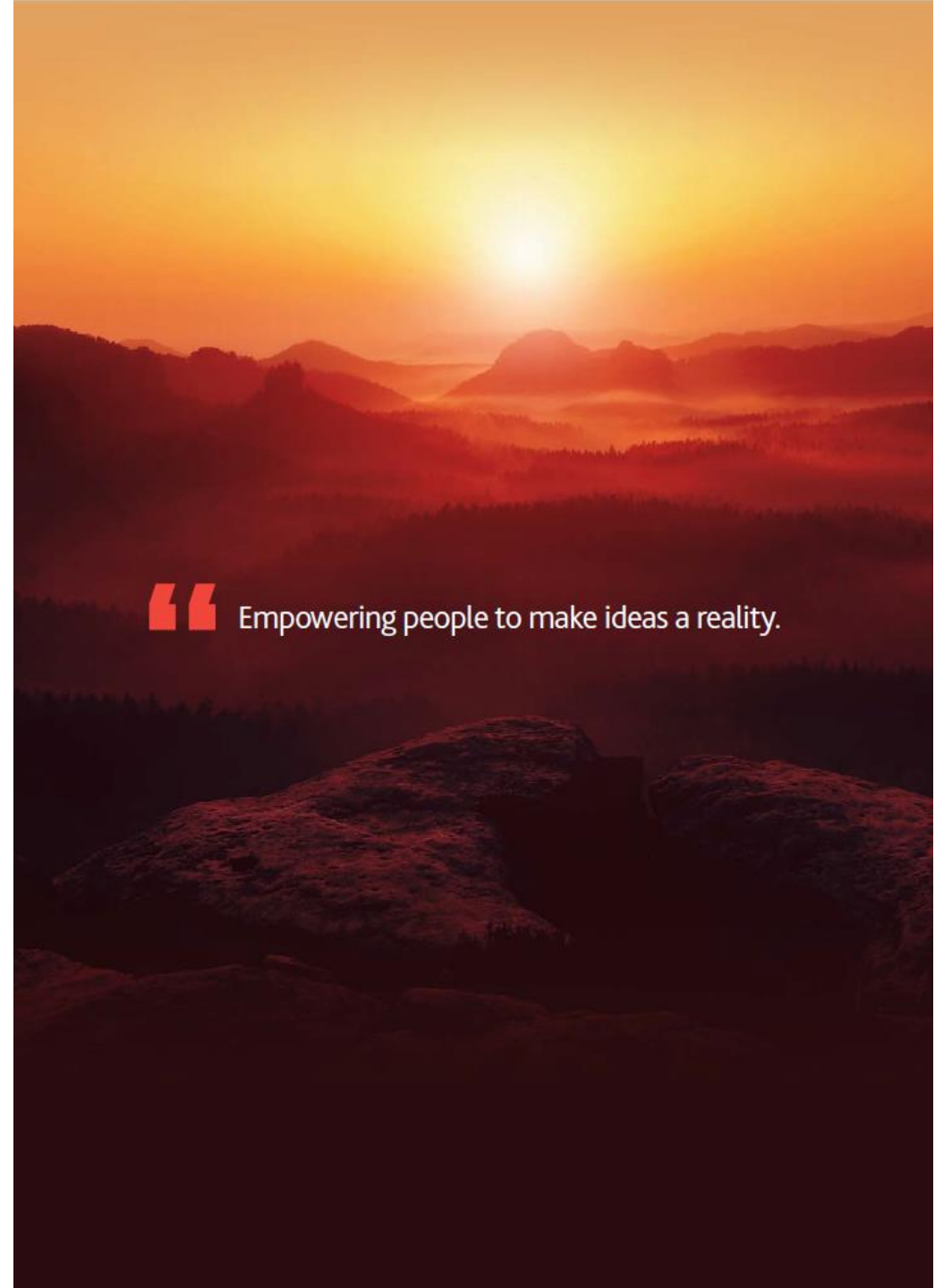
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