

The Hidden Advantage: Leveraging Emotional Intelligence in Project Management

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Abstract

Emotional Intelligence (EI) has emerged as an important factor in effective project management, influencing how project managers communicate, resolve conflicts, motivate teams, and respond to challenging situations. While traditional project management practices primarily emphasize scope, cost, time, quality, and technical expertise, increasing attention is being given to the human and interpersonal dimensions of project success. Emotional intelligence enables project managers to recognize and regulate their own emotions while understanding and responding appropriately to the emotions of team members and stakeholders. This capability can contribute to improved communication, stronger teamwork, effective conflict resolution, employee engagement, and collaborative decision-making. Project managers with well-developed emotional intelligence may be better equipped to manage stress, adapt to changing project requirements, and maintain team morale during periods of uncertainty or pressure. Furthermore, EI can facilitate the development of trust and positive relationships among diverse project stakeholders, thereby supporting cooperation and organizational effectiveness. However, emotional intelligence should complement rather than replace technical knowledge, planning skills, and established project management methodologies. Organizations can strengthen EI competencies through leadership development, coaching, experiential learning, feedback, and interpersonal-skills training. This paper examines the role of emotional intelligence in project management and explores its potential contribution to team performance and project outcomes. Understanding EI as a strategic managerial capability can help organizations address the human challenges of complex projects and create more resilient, collaborative, and productive project environments.

Keywords: Emotional Intelligence, Project Management, Leadership, Team Performance, Communication, Conflict Resolution, Employee Engagement, Stakeholder Management, Project Success