

## TAKEAWAYS FOR RUNNING YOUR NEXT PROJECT

So what does using emotional intelligence and psychology in project delivery look like in practice? Take a look at some of these takeaways for running your next project.



### DON'T BE JUDGEMENTAL.

Brainstorming - or the process of coming up with new ideas, no matter how wacky they might seem - can be a great way to deliver better project outcomes. It can be tempting to judge “off-the-top-of-your-head” ideas, so part of the work of project managers is to make it emotionally safe for colleagues to come forward with proposals. People want to know that they’re not going to be shot down for making suggestions.

### BE AWARE OF EMOTIONAL/PSYCHOLOGICAL RUTS.

Most people lack the self-knowledge and awareness to know when they’re acting in a way that is suitable for the occasion, or when they’re just reacting and traipsing down a well-worn psychological path. Your job as a manager is to identify when this might be happening and interrupt the process. For instance, if a colleague is moaning about their lack of power on a project, find emotionally intelligent ways of giving them more autonomy.



### LATERAL THINKING CAN PROVIDE VALUABLE INSIGHT.

Using lateral thinking techniques might seem like a waste of time. But often it’s just as crucial for a project manager to know what does work, as well as what doesn’t. Thomas Edison invented 502 lightbulbs, and 501 of them didn’t work. The reason the final bulb was so effective was that he had tinkered and experimented with all the other options. The whole thing was a learning process that eventually led to the best outcome.

