



# ETM

## Department of Engineering and Technology Management

### Technology Management Seminar Series

#### Graduate Seminars - Fall 2009



**Susan de la Vergne**

After 25 years in technology management, Susan de la Vergne left the corporate ranks to help professionals develop as leaders. In addition to teaching in PSU's Engineering and Technology Management department, she also teaches in Extended Studies Advanced Project Management program. She is the author of numerous articles and a book, *You CAN'T Manage Time - But You Can Manage Many Priorities*. She's a member of the National Speakers Association and a persistent advocate for the value of a liberal arts education in business leadership.

**Seminar Topic:**

**Emotional Intelligence for Leaders and Managers**

**Abstract:**

Emotions play a profound role in professional settings, affecting decision-making, actions, performance, motivation and more. Emotional intelligence (EI), "the hard science of soft skills," was popularized by psychologist Daniel Goleman, who has demonstrated repeatedly that EI is essential for success on the job. Those in leadership who recognize the role emotions play and employ EI are succeeding where those who cannot are not.

Managers who are squeamish about the difficulties of understanding and using emotions in workplace situations often appreciate the organized, scientific approach to the subject that Goleman takes. Helping managers understand the concepts and practices that EI articulates gives them a way not only to grasp the importance of emotions but also a way to better manage situations, despite the complexity emotions introduce.

Developing the kind of clarity about human behavior and culture in that helps a manager summon the right EI for the occasion is not an add-water-and-stir solution, but it begins with understanding what EI is, what it matters and how to develop it.

In this one hour session we will discuss:

- Understanding what Emotional Intelligence is, the specific competencies that comprise EI (25 in all) according to most of the researchers and writers in this field. We'll examine two of them in greater depth.
- How to develop EI – including current assessment instruments and measurements, classes, self-education and coaching practices.

**Day: October 22, 2009**

**Time: Noon – 1 pm**

**Room: [Unitus Bldg. 203](#)  
2121 SW 4th Avenue  
Portland, OR 97201**

