

Unlocking Project Success: The Critical Role of Emotional Intelligence

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Abstract

Project success depends not only on technical expertise, financial resources, and effective planning but also on the ability of project teams and leaders to manage interpersonal relationships and respond effectively to changing circumstances. Emotional Intelligence (EI) has emerged as an important factor influencing project performance because it enables individuals to recognize, understand, regulate, and appropriately express their emotions while responding constructively to the emotions of others. This paper explores the critical role of emotional intelligence in achieving project success, with particular emphasis on project leadership, team collaboration, communication, conflict management, decision-making, and stakeholder relationships. Project managers with strong emotional intelligence can create supportive team environments, improve communication, manage workplace conflicts, motivate team members, and build trust among stakeholders. EI can also help project teams cope with stress, uncertainty, deadlines, and organizational change, thereby contributing to improved morale and productivity. The study examines the relationship between key dimensions of emotional intelligence, including self-awareness, self-regulation, motivation, empathy, and social skills, and important indicators of project success such as timely completion, team effectiveness, stakeholder satisfaction, and quality outcomes. The paper further highlights the importance of developing emotional intelligence through training, reflective practices, feedback, and experiential learning. Integrating emotional intelligence into project management practices can complement traditional technical and managerial competencies. The study concludes that emotional intelligence provides a valuable human-centered approach to managing complex projects and can contribute to stronger leadership, healthier team dynamics, and sustainable project performance.

Keywords: Emotional Intelligence, Project Management, Project Success, Leadership, Teamwork, Communication, Conflict Management, Stakeholder Management, Team Performance, Organizational Behaviour.