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# **The ROI of Emotional Intelligence** **in Project Management**

28.11.2024 Milla Ranta



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Transforming (work)life sustainable for people



# Emotional intelligence, EI

Emotional intelligence is the ability to **recognize** and **understand** one's own emotions as well as those of others.

An emotionally skilled person can utilize their understanding in **managing emotions**.

In everyday language, we use terms for emotional skills such as "empathy", "self-awareness", "self-regulation" and "motivation".

# Key Competences (Genos® Model)

Self-Awareness

Awareness of Others

Authenticity

Emotional Reasoning

Self-Management

Positive Influence

CERTIFIED PRACTITIONER

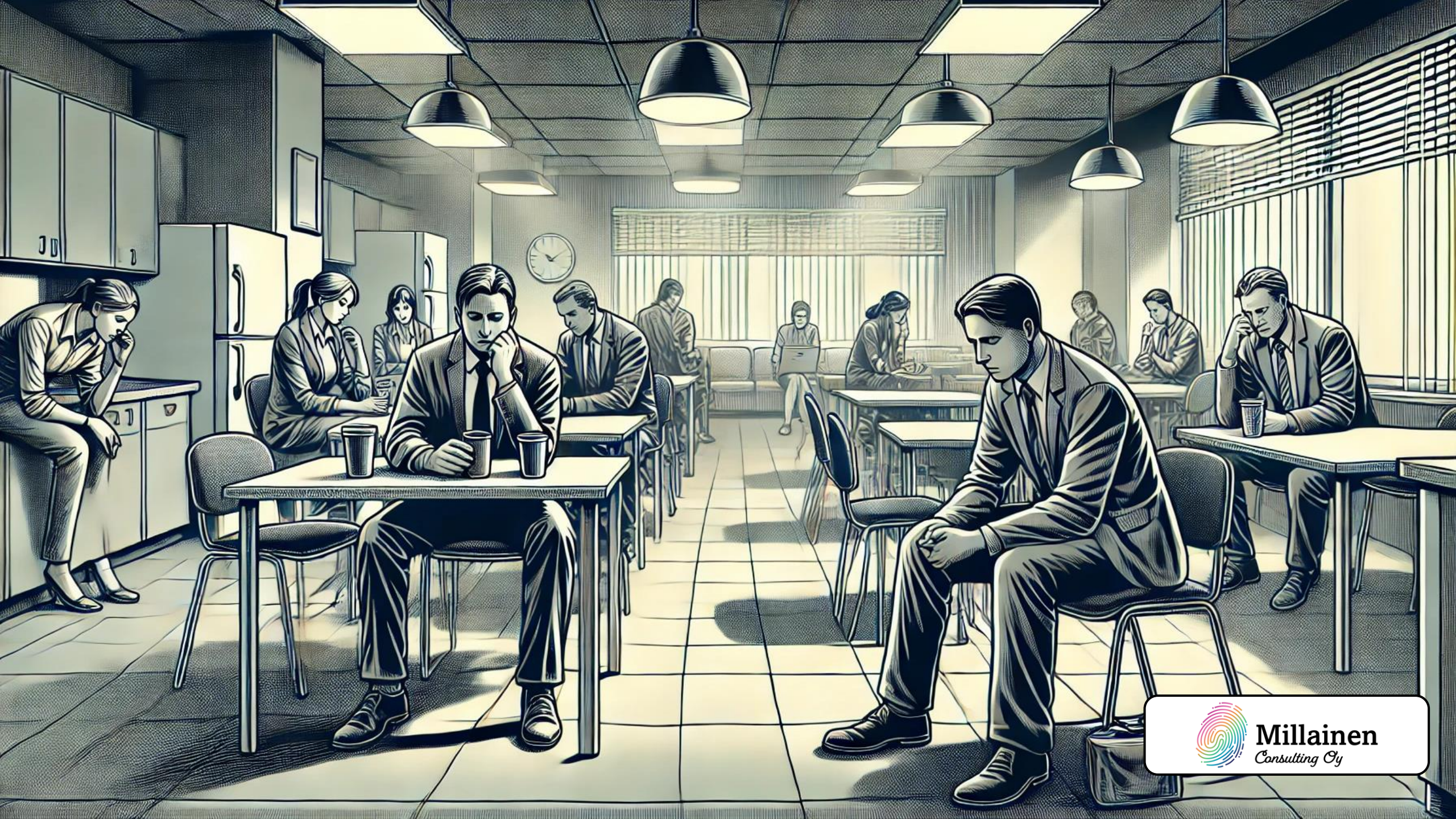


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# Behavior

Problem focused

Unproductive Effort

Reactive

Promote to Aggressive

Anxious

Disorganised

All the things that cause that behavior



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# Benefits of EI in the Workplace

Positive correlation between EI and **job performance**

High EI is linked to **more effective leadership**

Employees with high EI report greater **job satisfaction**

Improved Team **Performance** (coherence, collaboration)

**Reduced Turnover Rates**

Increased **Project Success Rates**

# Enhanced and stronger Teams

Building **psychological safety**

Building **trust**

Enables **embracing diversity**

Enhancing **clarity in communication**

More **effective communication**

Boosts team **motivation and productivity**

Boosts **team resilience**

# Case Studies: Success Stories from Leading Companies

Cargotec

Skandinaviska Enskilda Banken (SEB)

A large Government organisation

IBM

Sanofi-Aventis

# Practical Strategies for Developing Emotional Competences

**Introduce** the concept of EI to all employees

Competence **assessments**

**Training Programs** focused on Emotional Competences

**Integrate to existing** learning paths

Update **recruitment processes** to include the evaluation of EI

EI as a criteria in **promoting and rewarding** talent

**Consistent measurement and follow-up** on emotional competences

# How to estimate ROI potential in your organisation?

Figure out your organisations data on...

Turnover rate

Amount of sick leaves

Projects finishing late & over budget

Employee satisfaction

Customer satisfaction

Calculate euros for...

... 25 % lower turnover

... 20 % less sick leaves

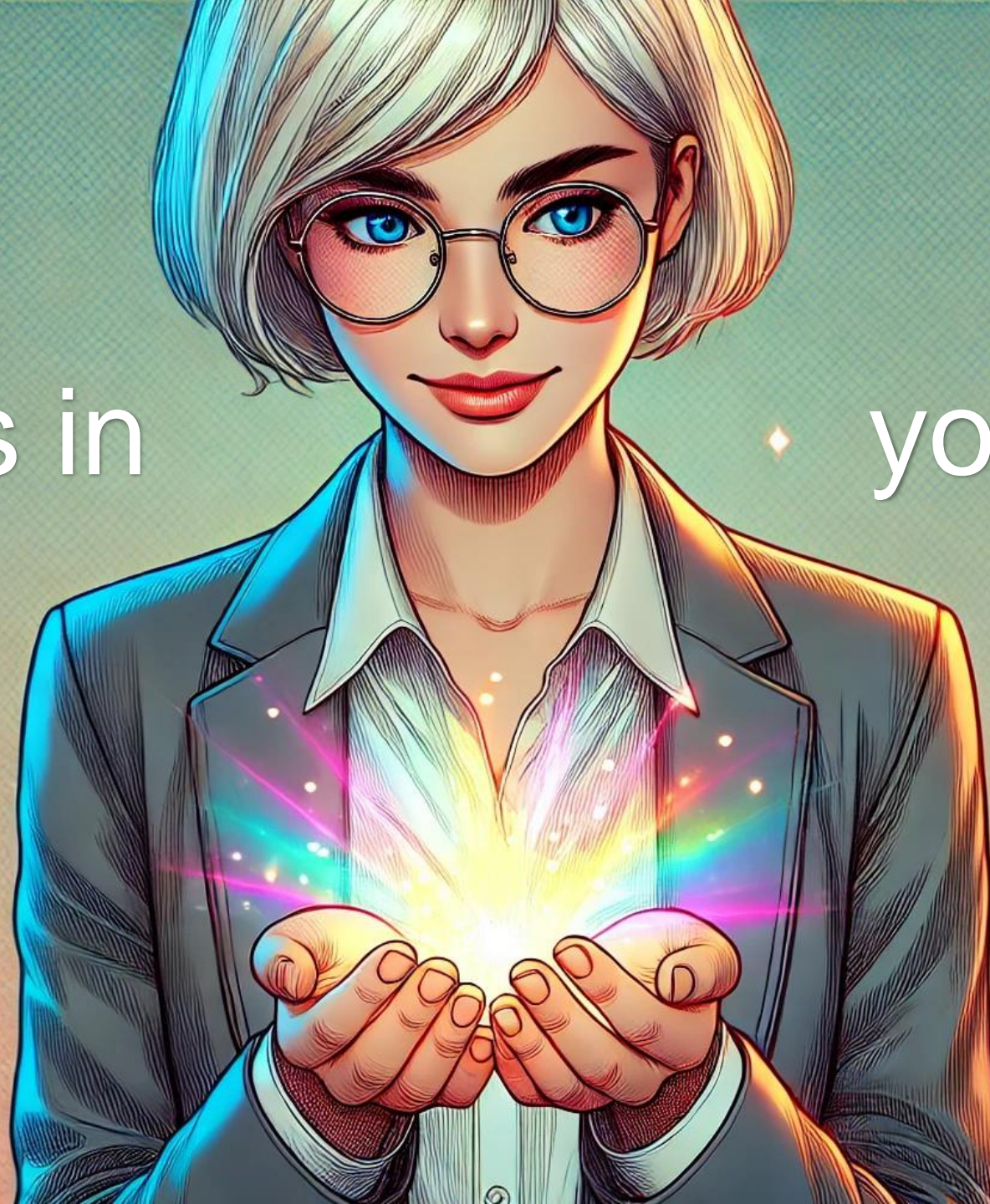
... 15 % less delayed projects

... 25 % improved productivity

... 20 % better customer commitment

Future is in

your hands



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