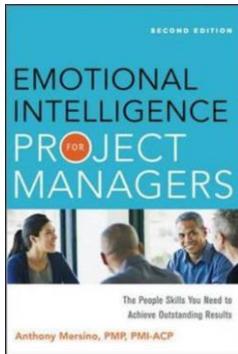


## PM WORLD BOOK REVIEW



Book Title: *Emotional Intelligence for Project Managers: The People Skills You Need to Achieve Outstanding Results, 2<sup>nd</sup> Ed.*

Author: Anthony Mersino, PMP, PMI-ACP

Publisher: American Management Association

List Price: US\$19.95      Format: Soft cover Book

Publication Date: June 2013      ISBN: 978-0-8144-3277-8

Reviewer: Jennifer Arroyo      Review Date: February/2016

### Introduction

Research conducted by Harvard Management Program suggested that “High emotional intelligence (EI) is a stronger predictor of success. It also suggested in fact, high EI bolsters the hard skills, helping us think more creatively about how best to leverage our technical chops. “

Anthony Mersino further suggested by applying the basic concepts of EQ/EI to lead the project team would improve the effectiveness of PM and create a positive team environment. PMs possessing both hard skills and soft skills are the keys to the success of projects.

### Overview of Book’s Structure

This book covers all the practical interpersonal skills, the Mersino EQ Model for PM, and the techniques PM needs to improve on Seeing Others Clearly and communicate to project team effectively with EQ/EI principles.

The book is structured in 4 parts as follows:

- Part 1 An Introduction to Emotional Intelligence
- Part 2 Project Management Begins with Self-Management
- Part 3 Building Project Stakeholder Relationships
- Part 4 Using EQ to Lead Project Teams

### Highlights

Mersino creates his own Emotional Intelligence Model which encompasses 5 key aspects of EQ/EI.

1. Self-Awareness
2. Self-Management
3. Social Awareness

4. Relationship Management
5. Team Leadership

The above building blocks of EQ/EI mapping with PMBOK interpersonal skills for PMs are essential to PMs and team leader to be effective in project management and its environment.

### **Highlights: What I liked!**

I have been involved in many project teams and operations teams in my career and the team leaders with good hard skills and superior soft skills & high EQ always worked successfully with the team and key stakeholders to achieve team objectives.

I found the most helpful information in Chapter 7, *Project Team Leadership*. Mersino provides some valuable advice on how to be an effective team leader based on his own EQ Model framework. To name a few valuable advices, he argues:

“Project managers need to be great communicators.” – about Communication

“When we understand the underlying wants and needs of the affected parties, we better understand their motivation. Then we can work together to address the issue or conflict that is caused by the underlying want and need.” – about Applying Emotional Intelligence to Conflict Resolution

“Very few PMs have the ability to hire and fire. So to get things done, we need to make people want to do them. We need to inspire them, so much so that we “make them want to be better team members.”” – about Inspirational Leadership

### **Who might benefit from the Book?**

The author provides a personal learning journey about understanding emotional intelligence. Mersino shares with the audience various communication and stakeholder management checklists & templates after his journey of applying EQ principles in his PM work. I felt like going to one of Mersino’s speeches and took away all the tips and techniques on how EQ principles can guide me to be a more effective PM in team management.

### **Conclusion**

This book about professional development is personal, insightful, and well-organized. It is a helpful and viable tool book for PM and team leaders.

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For more about this book, go to  
<http://www.amacombooks.org/book.cfm?isbn=9780814432778>

*Editor's note: This book review was the result of a partnership between the publisher, PM World and the [PMI Dallas Chapter](#). Authors and publishers provide the books to PM World; books are delivered to the PMI Dallas Chapter, where they are offered free to PMI members to review; book reviews are published in the PM World Journal and PM World Library. PMI Dallas Chapter members can keep the books as well as claim PDUs for PMP recertification when their reviews are published. Chapter members are generally mid-career professionals, the audience for most project management books. If you are an author or publisher of a project management-related book, and would like the book reviewed through this program, please contact [editor@peworldjournal.net](mailto:editor@peworldjournal.net).*

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## About the Reviewer



**Jennifer Arroyo, MBA, PMP**

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Ms. Arroyo has more than 8 years of project management experience in the financial services and global B2B process management. Jennifer is passionate about leveraging business intelligence and helping client to achieve strategic project goals and promote brand success.