

Kaizen Corner

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Emotional intelligence (EI) and intellectual intelligence (IQ) have significant impact on project success in state government, albeit in different ways. Emotional intelligence is the capacity to understand and manage our own emotions and the emotions of others while intellectual intelligence includes cognitive abilities, problem-solving skills, and knowledge. In our work, EQ can influence success through stakeholder management, team collaboration, adaptability, conflict resolution, and motivation and leadership whereas IQ contributes to success through analytical thinking, strategic planning, technical competence, risk assessment, and legal and regulatory compliance.

Our work most often involves multiple stakeholders, including elected officials, agencies, contractors, and the public. Leaders with high EQ can efficiently navigate this complex web of relationships through conflict resolution and consensus building among diverse teams. EQ also improves cooperation, reduces interpersonal conflicts, and builds overall project morale and productivity through helping project leaders and team members work cohesively by promoting empathy, effective communication, and teamwork. In addition, high EQ encourages individuals to adapt to sudden changes in policies, regulations, and external factors more effectively and remain resilient through adversity and uncertainty. By connecting on an emotional level, team are motivated and can better navigate challenges resulting in building dedication and commitment.

Intellectual intelligence contributes to overall project success through the ability to effectively analyze complex problems, data, and information, a crucial skill for making informed decisions rather than allowing emotions to drive decision making. High IQ individuals are better able to anticipate challenges and create effective strategies to improve the likelihood of achieving project or strategic goals through thorough planning, identifying objectives and milestones, and proactive risk management. High IQ also enables individuals to understand and oversee technical aspects of infrastructure development and reinforces compliance to laws and regulatory requirements.

Both emotional intelligence and intellectual intelligence are crucial for successful outcomes, be it project or process. EQ helps in managing relationships, fostering teamwork, and handling the interpersonal aspects of our work, and IQ contributes to analytical thinking, strategic planning, and technical competence. Ideally, individuals possessing a balance of both types of intelligence can navigate the complexities of public sector work efforts successfully.

