

Introducing Kgomotso Thando Mtembu



Founding Director: Women in Project Management South Africa & The Virtual Associate

I'm a purpose-driven leader, strategist, and ordained minister with over two decades of experience spanning entrepreneurship, governance, and social impact. As Founder and Managing Director of The Virtual Associate, I help MSMEs and NPOs unlock profitability and sustainability through business design thinking and process optimization including project and change management application.

My journey bridges boardrooms and communities—combining technical precision with spiritual leadership. I'm the Western Cape Regional Director and National Communications Portfolio Director for the Global Forum of Women Entrepreneurs, and Founder of TD Sage Foundation and Women in Project Management South Africa, platforms advancing youth and women's empowerment through mentorship, education, and strategic partnerships.

I've led transformation programmes across public, private, and development sectors in South Africa and the UK, with senior roles at Alexander Forbes, Cape Town Tourism, Webhelp UK, Pikitup, and the South African Post Office. My expertise includes governance strategy, stakeholder engagement, risk management, and adaptive monitoring, evaluation & learning (ME&L).

A qualified Civil Engineer with a Master's in Project & Programme Management, I'm also a certified PRINCE2 and SAFe Agile practitioner. I serve on the boards advisory committees, of Matomani Pty Ltd, the Chairperson of the Board of the Mokhena Foundation and am an active member of the Institute of Directors Southern Africa, Project Management South Africa, Women in Engineering, and Women in Project Management SA.

I'm passionate about inclusive development, ethical leadership, and systems innovation—bringing strategic foresight, technical depth, and social consciousness to every engagement.

MY REQUEST FROM YOU BEFORE WE START

- **ATTENTION**
- **OPENNESS**
- **ENTHUSIASM**
- **EXPECTATION**
- **COMMITMENT**

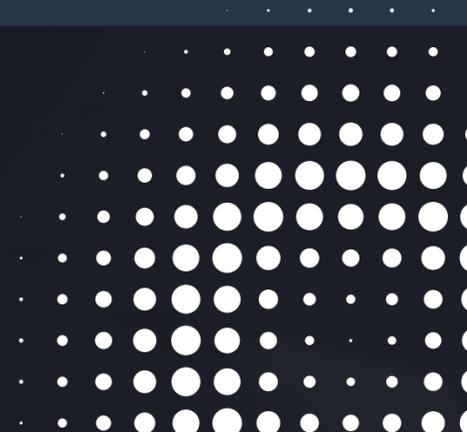


Date: 20 November 2025

THE CRITICAL ROLE OF EMOTIONAL INTELLIGENCE IN PROJECT DELIVERY

A Key to Personal and Professional Growth

Emotional intelligence (EQ) is the ability to understand, use, and manage your own emotions, as well as recognize and influence the emotions of others.



WHAT IS A PROJECT?





PMI Definition of a Project:

OLD	NEW
A temporary endeavor to create a unique product , service, or result.	A temporary initiative in a unique context undertaken to create value.





The Strategic Imperative – Why EQ is the New Project KPI

The Iron Triangle Is No Longer Enough

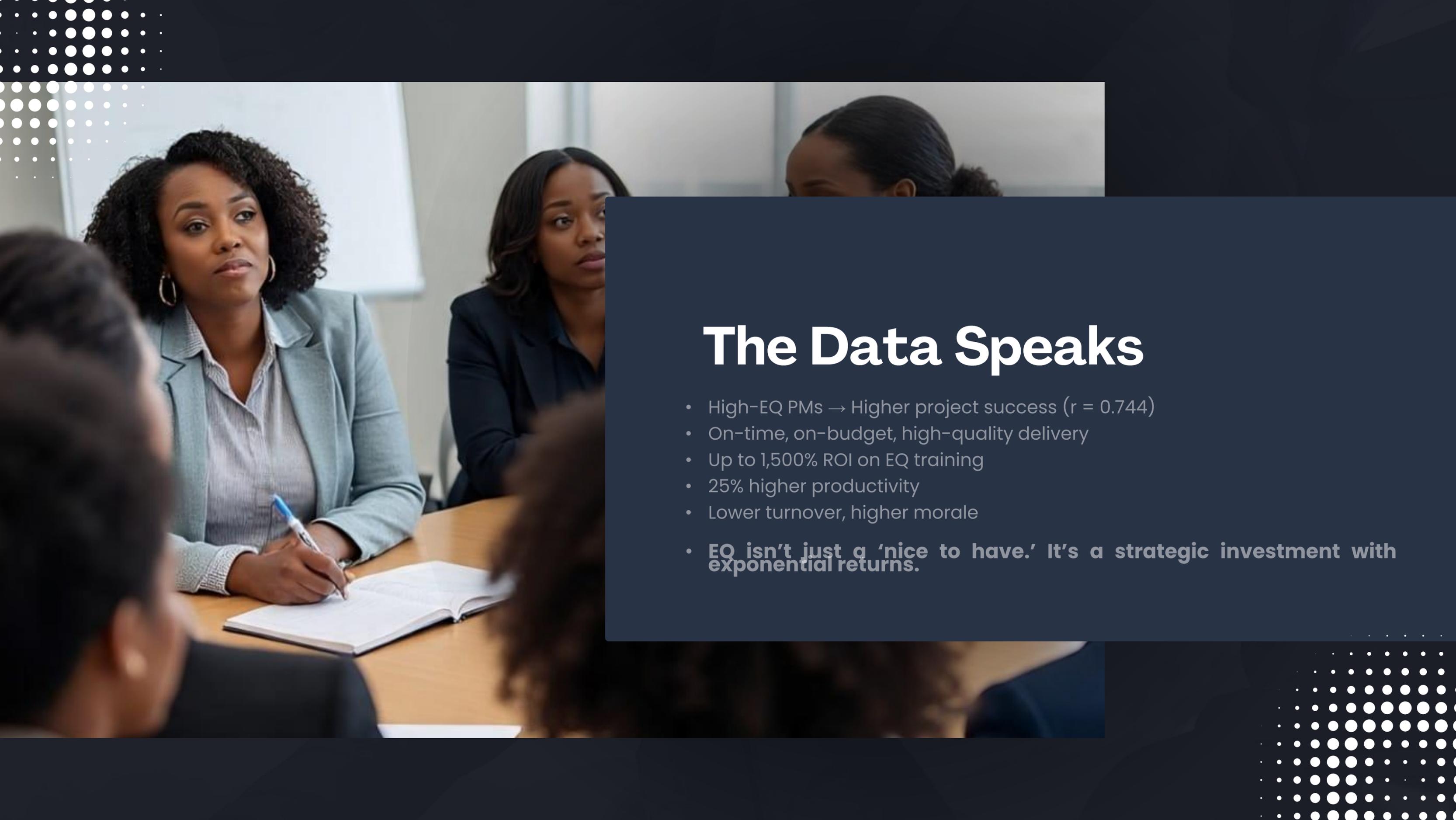
- Scope. Schedule. Cost.
- •But what about trust? Influence? Resilience?
- In complex, multi-stakeholder environments, technical competence is the baseline. What separates good from great is emotional intelligence—our ability to lead humans, not just manage tasks.



WHY EMOTIONAL INTELLIGENCE MATTERS?

- It allows us to thrive—not just survive—in complex, fast-paced environments
- Emotional Intelligence (EQ) is the skill that turns knowledge into wisdom, and interaction into impact.

EQ is not just about being “nice” or “sensitive”—it’s about being strategically self-aware, socially attuned, and resilient.



The Data Speaks

- High-EQ PMs → Higher project success ($r = 0.744$)
- On-time, on-budget, high-quality delivery
- Up to 1,500% ROI on EQ training
- 25% higher productivity
- Lower turnover, higher morale
- **EQ isn't just a 'nice to have.' It's a strategic investment with exponential returns.**

DEFINING EMOTIONAL INTELLIGENCE

Emotional Intelligence is the ability to:



Recognize and understand your own emotions



Recognize and understand the emotions of others



Manage emotions effectively in yourself and relationships



EMOTIONAL CHECK IN

- In one word, describe your current emotional state.
- WHY?

THE FIVE CORE COMPONENTS OF EQ



Self-Awareness

Understanding your own emotions and their impact



Self-Regulation

Managing emotional responses constructively



Motivation

Staying focused and driven toward goals



Empathy

Understanding and considering others' feelings



Social Skills

Building healthy, productive relationships



EQ IN ACTION: REAL LIFE APPLICATION

Emotion Mapping

- List 3 emotions you've felt recently
- What triggered each?
- How did you respond?

EQ in Action

- Scenario: "You receive critical feedback from a colleague."
- Questions:
- What emotions arise?
- How would you respond using EQ?

HOW CAN WE DEVELOP EQ?

Practical Steps:

1. Practice mindfulness to increase self-awareness
2. Reflect on your emotional triggers
3. Seek constructive feedback from peers
4. Engage in active listening exercises
5. Show appreciation consistently



MEASURING EMOTIONAL INTELLIGENCE

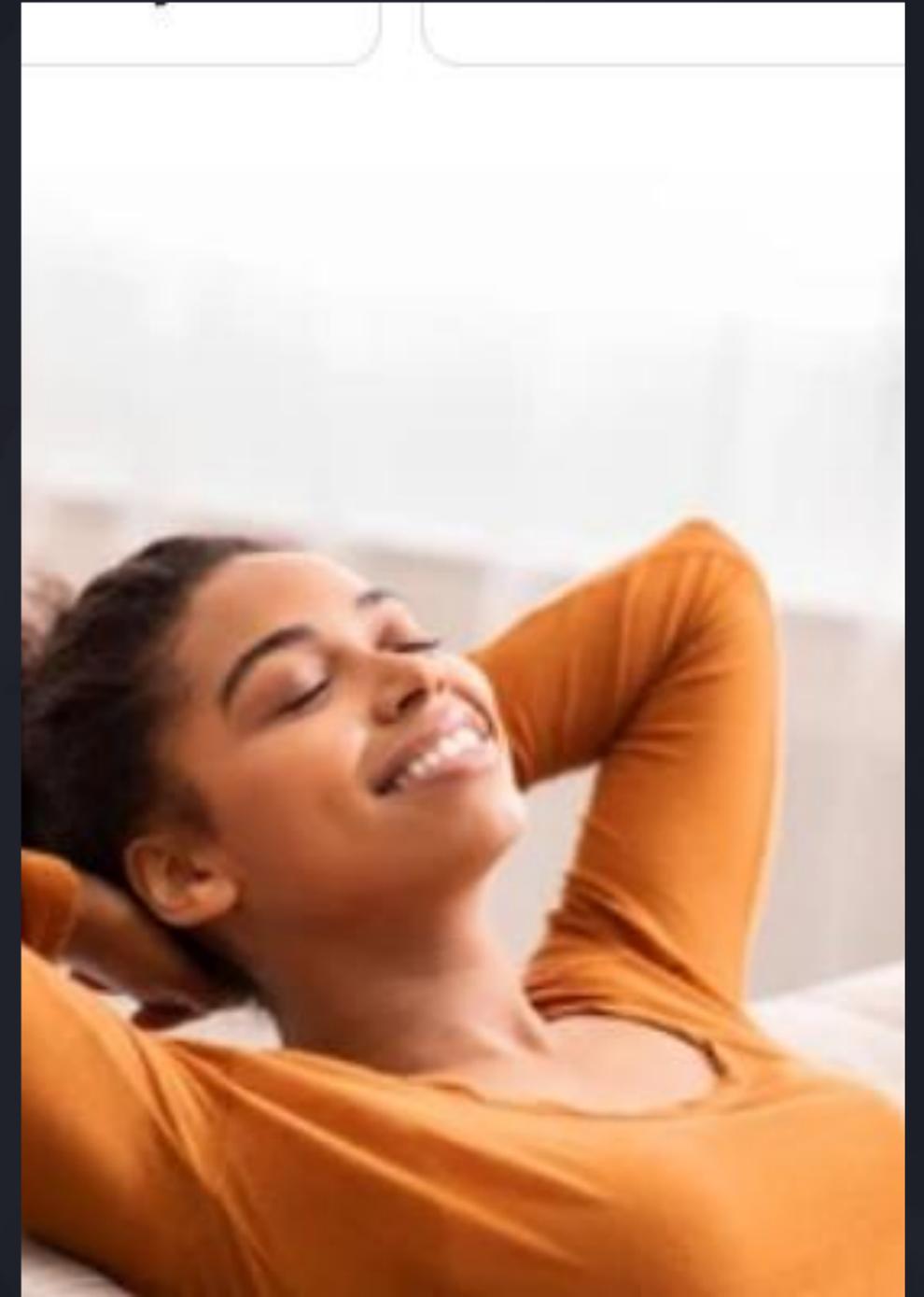
Self-assessment questionnaires



Peer and team feedback



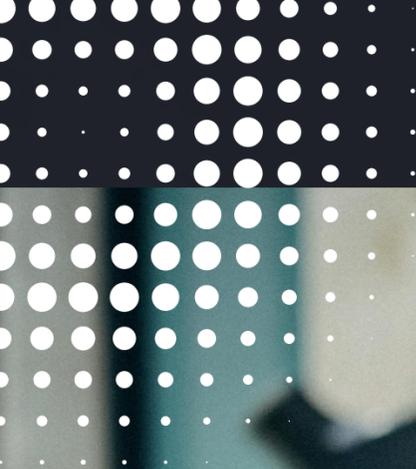
Observing behavior patterns



PERSONAL GROWTH BENEFITS

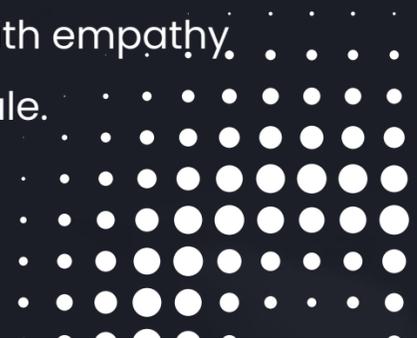
- Self-awareness: EQ helps you recognize your emotional patterns, triggers, and strengths, allowing for better self-regulation and personal development.
- Resilience: Emotionally intelligent individuals bounce back from setbacks more effectively, managing stress and maintaining motivation.
- Empathy and relationships: Understanding others' emotions fosters deeper connections, trust, and mutual respect in personal relationships.





PROFESSIONAL GROWTH BENEFIT

- **Effective communication:** EQ enhances your ability to listen, respond, and adapt your tone and message to different stakeholders.
- **Leadership and influence:** Leaders with high EQ inspire teams, resolve conflicts diplomatically, and create psychologically safe environments.
- **Decision-making:** EQ supports balanced, thoughtful decisions by integrating emotional insight with logic—especially under pressure.
- **Team collaboration:** Emotionally intelligent professionals navigate group dynamics with empathy and tact, improving productivity and morale.



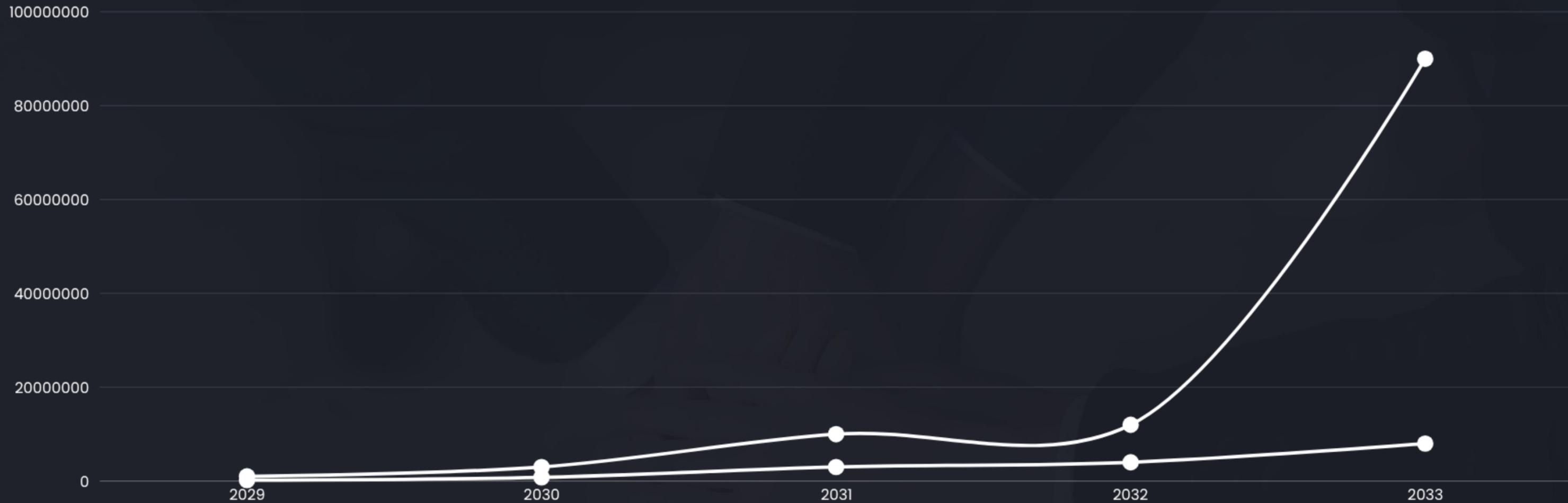
**EMOTIONAL INTELLIGENCE IS
THE QUIET STRENGTH THAT
HELPS US UNDERSTAND
OURSELVES, HEAL OUR
PATTERNS, AND GROW INTO
THE PEOPLE WE'RE MEANT
TO BECOME!**

**WHICH EQ SKILL WILL YOU
FOCUS ON THIS WEEK?**

**WHAT SUPPORT OR
REMINDER WILL HELP YOU
STAY ACCOUNTABLE?**



**THANK YOU FOR
YOUR TIME**



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