Interview questions for gaining insight into the role of Emotional Intelligence in leading Agile Service Design projects.

Demographics:
Job title and role:
Years of experience in Project Management/Service Design:
Size of project (budget/team size):

The interview questions have been divided into 3 main topics: Agile, Leadership and Emotional Intelligence. In the Emotional Intelligence section questions 8-10 should be answered first, then 11 before answering 12-17.

**Agile:**
1. Is there support for Agile approach in the organisation; is it used on all projects?
2. When was agile introduced in the organisation or project?
3. How is Agile used on the project and what method?

**Leadership:**
4. What in your opinion makes a good leader?
5. Do you perceive a difference in leadership and management?
6. How are leadership or management roles assigned in your project?
7. How involved is the team in decision making?

**Emotional Intelligence:**
8. Academic literature suggests a distinction of leadership competencies split into Managerial (MQ), Intellectual (IQ) and Emotional (EQ). – Which would you rate more important?
9. Is there anything about Service Design or Agile methods that makes any one of Managerial, Intellectual or Emotional competencies more important?
10. Emotional Intelligence consists of various competencies, what competencies do you identify that you feel are more important?
Dissertation Interview Questions
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11. These are Emotional Intelligence (EQ) competencies, grouped into 4 key areas, recognised in academic literature. Please choose the top 5 and bottom 5.

Self-awareness
1. Emotional self-awareness
2. Accurate self-assessment
3. Self-confidence

Self-management
4. Self-control
5. Trustworthiness, transparency
6. Conscientiousness
7. Optimism
8. Adaptability
9. Achievement, drive to improve performance
10. Initiative

Social awareness
11. Empathy
12. Service orientation
13. Organisational awareness

Relationship management
14. Developing others
15. Influence
16. Communication
17. Conflict management
18. Inspirational Leadership
19. Change catalyst
20. Building bonds
21. Teamwork and collaboration

12. How do these competencies manifest in your work? From your top 5 and bottom 5 components; why are each of them important and in which activities are they prevalent?

13. How does Emotional Intelligence impact your projects?

14. What would happen if a Project Manager had no Emotional Intelligence? Emotional Intelligence was not added that long ago in the Project Management competencies. Has it changed your way of working?

15. Humour can be seen as a tool for displaying Emotional Intelligence: Do you use humour in your work and how?

16. Have you had any training in emotional competence?

17. Is there any area of Emotional Intelligence you wish to develop? What effect do you hope to achieve with this?