

# **The Role of Emotional Intelligence in the Management of Large Construction Projects**

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## Statement of Original Authorship

I certify that the work in this thesis has not previously been submitted for a degree nor has it been submitted as part of requirements for a degree except as fully acknowledged within the text.

I also certify that the thesis has been written by me. Any help that I have received in my research work and the preparation of the thesis itself has been acknowledged. In addition, I certify that all information sources and literature used are indicated in the thesis.



P. V. Livesey

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## **Abstract**

The research examines the relevance of the Goleman-Boyatzis model of emotional intelligence in dealing with the problems in large, complex construction projects in the mining and construction industries.

The study accomplishes this by examining the relative importance of hard and soft skills in project management as project size increases.

It investigates this topic using the lived experience of project managers, via an autoethnography and a Delphi study, where all participants had managed large and complex projects.

The Delphi study confirmed the problems identified in the literature review and the autoethnography and suggested additional problems and key success factors based on the experience of project managers.

By confirming the importance of emotional intelligence and the relevance of the Goleman-Boyatzis model and also identifying additional problems and key success factors this research adds to the understanding of necessary skills needed by a project manager in the management of large projects.

As the findings of the autoethnography are confirmed by the Delphi study the work also lends credibility to the use of autoethnography as a research method in construction management.