

The PEAK of Procurement: Emotional Intelligence Under Pressure

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The logo for PEAK features the word "PEAK" in a bold, white, sans-serif font. A white arrow starts from the bottom left of the letter 'A' and points upwards and to the right, ending above the letter 'K'.

PEAK

SMARTER PROCUREMENT
FOR PUBLIC GOOD

Session Objectives

By the end of this session, participants will be able to:

- Recognize emotional hijacking in themselves and others and understand how it impacts procurement decision-making and communication.
- Apply emotional intelligence (EI) domains and micro-skills to manage high-pressure stakeholder and supplier interactions.
- Strengthen professional influence and resilience by sustaining emotional regulation, even under fatigue and organizational stress.

Pressure Test: Rate Yourself (1-5)

I stay composed when stakeholders escalate.

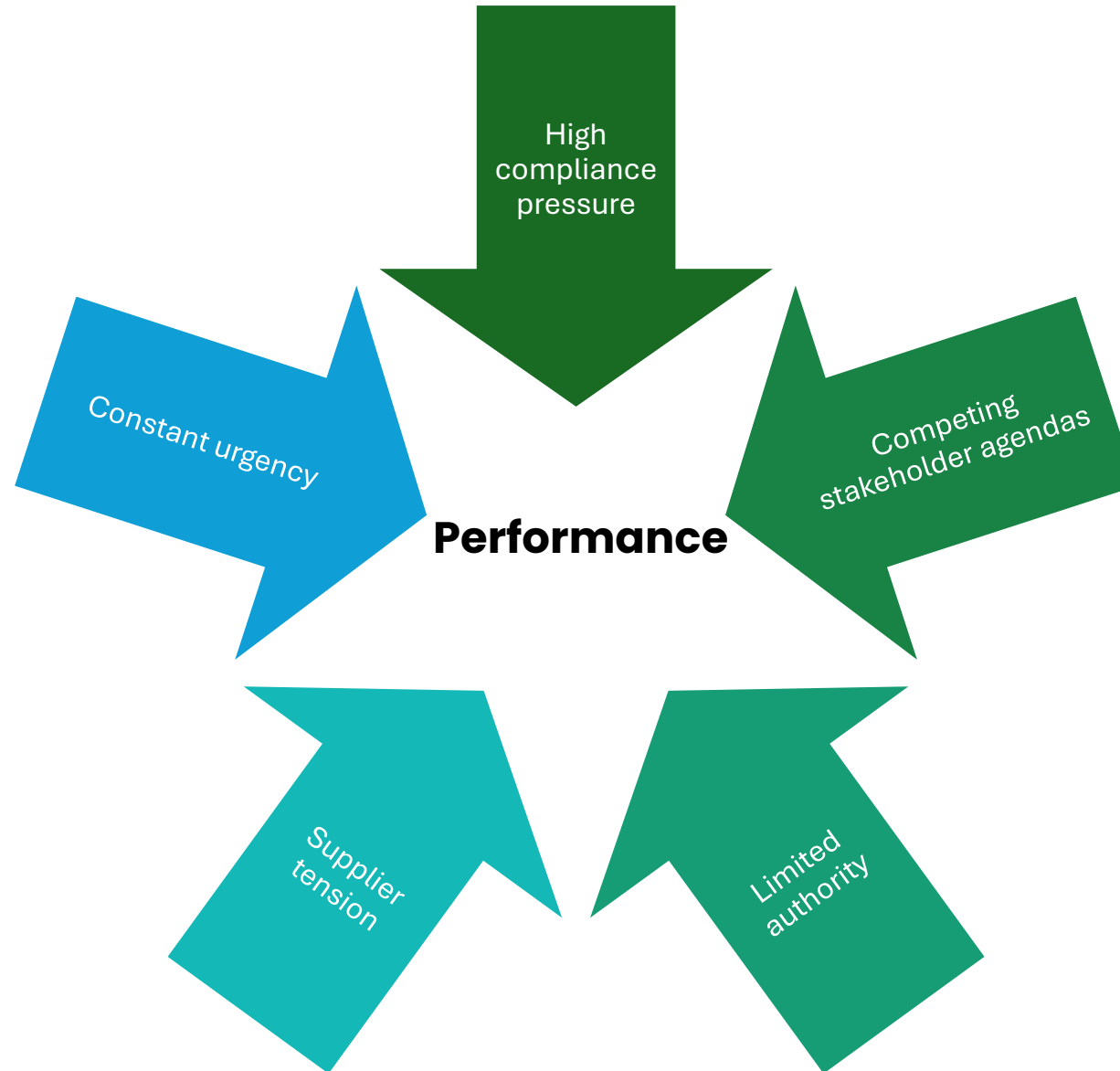
I can read the emotional climate quickly.

I respond instead of react.

I influence without authority.

I recover quickly after tense interactions.

Why EI Matters in Procurement

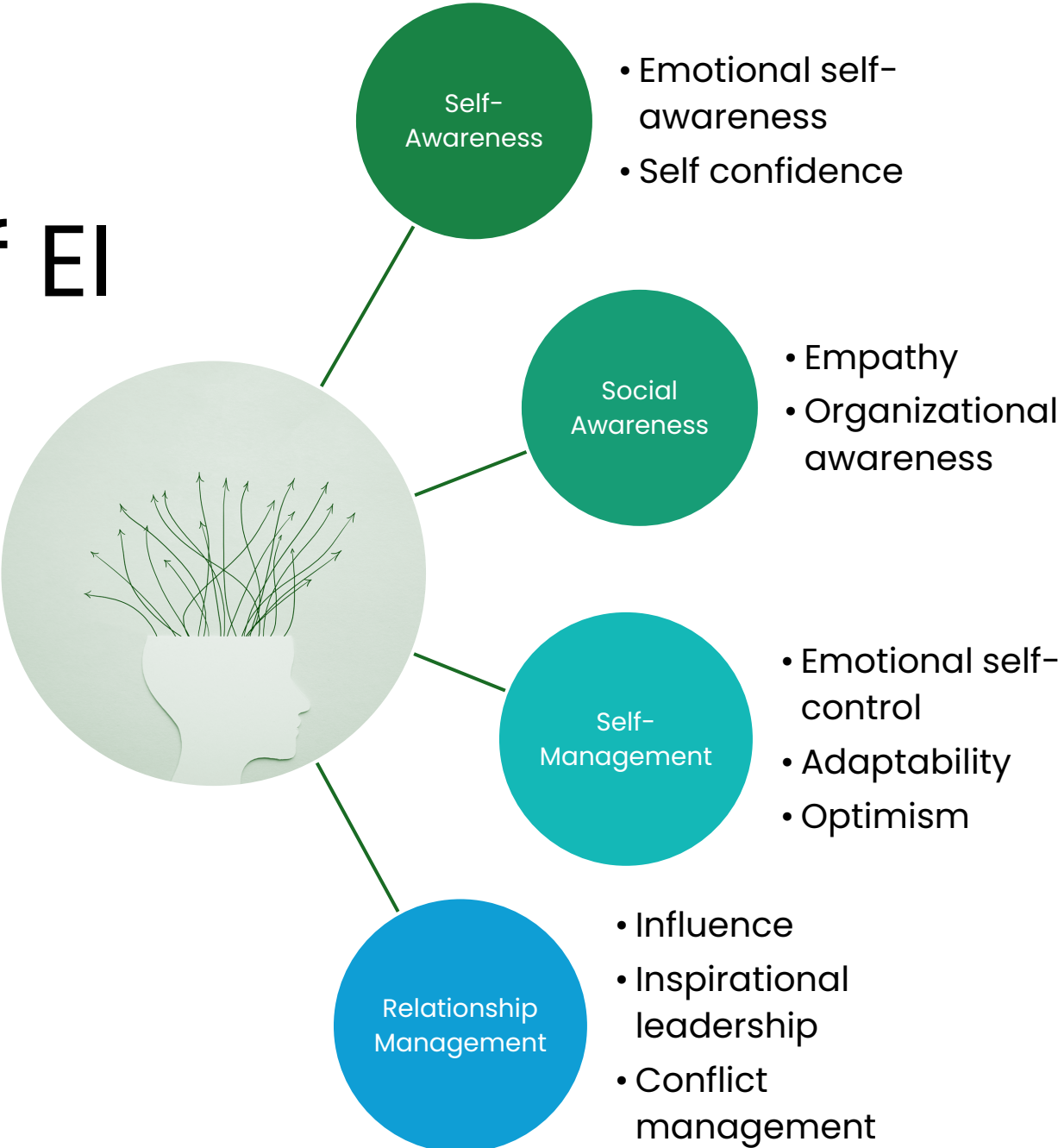




Emotional Hijacking

A sudden, intense emotional response (ex: fear, anger, extreme excitement) that overrides rational thought

The Four Power Domains of EI



Recognizing Emotional Intelligence

Low EI

- Lacks confidence
- Apathetic
- Defensive
- Confrontational
- Victim Mentality
- Impulsive
- Negative
- Anxious
- Unfocused

High EI

- Calm under scrutiny
- Direct without being defensive
- Able to say no without escalating
- Reads political dynamics accurately
- Maintains boundaries with composure

Table Discussion



You are responsible for a solicitation for a critical need. Your Director is pressuring you to bypass process saying,

“We can’t let procurement slow this down.”

- What emotions surface?
- Where could emotional hijacking occur?
- Which EI domain matters most?
- What would a calm, high-EI response sound like?



The 6-
Second
Reset



Label to
Regulate



Curiosity
Shift



Micro Skills

EI Under Fatigue



- Emotional regulation reduced
- Perspective narrows
- Boundaries weaken
- Default to habits

Return on Investment of EI

Faster stakeholder alignment

Reduced conflict cycles

Improved supplier negotiations

Lower burnout

Stronger credibility



Learn More

Emotional Intelligence: Why It Can Matter More Than IQ by Daniel Goleman (1995)

Emotional Intelligence 2.0 by Travis Bradberry & Jean Greaves (2009)

Primal Leadership by Daniel Goleman, Richard Boyatzis, & Annie McKee

[HelpGuide.org](https://www.helpguide.org)

[EiConsortium.org](https://www.eiconsortium.org)

The PEAK Commitment



One trigger I will
MONITOR



One relationship I will
STRENGTHEN



One conversation I will
HANDLE DIFFERENTLY



PEAK THANK YOU!

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