



EMOTIONAL INTELLIGENCE FOR LAW ENFORCEMENT

COURSE OVERVIEW AND INSTRUCTIONAL GOALS

COURSE LENGTH: 8 Hours (1 Day)

COURSE OVERVIEW: This course identifies the important role emotional intelligence plays in our relationships and in managing stress. We will discuss how you can improve your emotional IQ to become more resilient and better at decision making during rapidly evolving events. The EQ-i 2.0 will be used to discuss how your emotional quotient can be defined, measured, and improved upon. This course is applicable for law enforcement and detention officers, supervisors and administrators, as well as dispatchers. This course is lecture based, however practical exercises are also a part of this course.

INSTRUCTIONAL GOALS: Upon completion of this course the attendee will be familiar with:

1. Overview of Emotional Intelligence
2. Individual and Organizational Benefits of EI
3. Effects of Emotional Contagion
4. The EQ-i 2.0 Instrument
5. Building Emotional Resilience
6. What Makes a Star Performer?
7. EI Impacts on Relationships and Stress
8. Practical Exercises

AGENDA:

Day One

0800-0830	Course administration
0830-1030	Establishing the need for EI
1030-1130	ROI for EI
1130-1230	Lunch (not provided)
1230-1300	How the brain works
1300-1400	Defining emotional intelligence
1400-1500	Practical exercises
1500-1700	EQ-i 2.0 Instrument Explained

COURSE OUTLINE:

- I. Course Administration
 - a. Course overview
 - b. Learning objectives
 - c. Agenda
 - d. Housekeeping

- II. Establishing The Need for EI
 - a. The evidence
 - b. Officer benefits
 - c. Supervisor benefits
 - d. Management benefits
 - e. 10 Organizational Benefits



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- III. Return on Investment for Emotional Intelligence
 - a. IQ vs EQ
 - b. Leadership

- IV. How the Brain Works
 - a. The filter
 - b. Prefrontal Cortex
 - c. Hippocampus
 - d. Amygdala
 - e. Flight, Fight, Freeze Response

- V. Defining Emotional Intelligence
 - a. What Do You Think It Is vs What It Really Is
 - b. Stress and Emotional Intelligence
 - c. Stress and IQ/Cognitive Ability

- VI. Practical Exercises
 - a. Self-Awareness Exercise
 - b. Breathing Exercise
 - c. Body & Mind Exercise
 - d. Resilience Quiz
 - e. Self-Talk Exercise
 - f. Individual Assessment
 - g. Reframing Exercise
 - h. Derailer Detector Exercise

- VII. EQ-i 2.0 Instrument Explained
 - a. Self-Perception
 - b. Self-Expression
 - c. Interpersonal
 - d. Decision-Making
 - e. Stress Management

CO-HOST LOGISTICAL REQUIREMENTS:

Classroom

- Adequate seating for the number of students attending, with tables.
- Whiteboard with markers
- Flip chart with paper

Audio Visual

- Projector for computer presentation
- Large projection screen (minimum of 6' X 6')
- Speaker system to connect to laptop for audio (or ability to plug in a thumb drive to an existing system).
- Extension cord and power strip



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Other

- Access to copier

STUDENT EQUIPMENT LIST:

- Identification
- This course is classroom based.
- Laptop computer is helpful but not required (thumb drives will be handed out to students containing the course materials).
- Business casual dress