Course Description:
Emotional intelligence is an emerging trend in law enforcement. Understanding and utilizing appropriate emotional intelligence is a key element for success, which can make a difference in the results of decision-making, stress tolerance, and impulse control for both leaders and front-line personnel. The ability for an officer to express and control their emotions is essential, but so is the ability to understand, interpret, and respond to the emotions of others. A law enforcement practitioner’s ability to manage and use their emotions effectively and in a positive way is crucial for stress management and career survival while aiding in and helping establish positive community relations. This course will provide a thorough exposure to working with emotional intelligence supported by case examples and tools to understand the basics of Emotional Intelligence (EI).

Course Objectives:
At the end of this program, students will:
- Be able to define emotional intelligence and understand its importance for success in law enforcement.
- Gain awareness of key foundations for developing emotional intelligence.
- Learn the emotional intelligence competencies through the application of the EQ-I 2.0 assessment.
- Be able to integrate emotional intelligence to maximize individual and professional success.
- Learn best practices around administering emotional intelligence across both individuals and teams.
- Understand how to mitigate the impact of stress and improve interpersonal communication within personal and professional networks.
- Be able to identify the ethics and application pertaining to the use of emotional intelligence.

Who Should Attend:
- Law enforcement officers
- Correctional probation officers & Correctional staff
- Police service aides

Instructors:
Neil Vaughan is the retired Assistant Chief of Police for the Pembroke Pines Police Department. He oversaw all operational and administrative aspects of the department and possesses over 25 years of law enforcement experience. He is a certified practitioner of the EQ-I 2.0 and DISC assessments. He focuses his coaching and leadership development practice on raising Emotional Intelligence for leaders and their teams.
Cathy Greenberg is an educator and executive coach often combining the two fields in her work on behalf of fostering leadership, workplace effectiveness and positive psychology with the science of courage, including how emotional intelligence ensures better performance, greater job satisfaction, higher profits, lower liability and overall organization stability.

Fees: None for certified law enforcement officers.