



San Diego Police Department  
Wellness Unit

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## Course Objectives

- What is emotional intelligence (EQ)?
- Why is it important to me as a police officer?
- In other words, Why should I care?
- How much does EQ account for my work performance and my success at work?
- Can I improve my EQ?





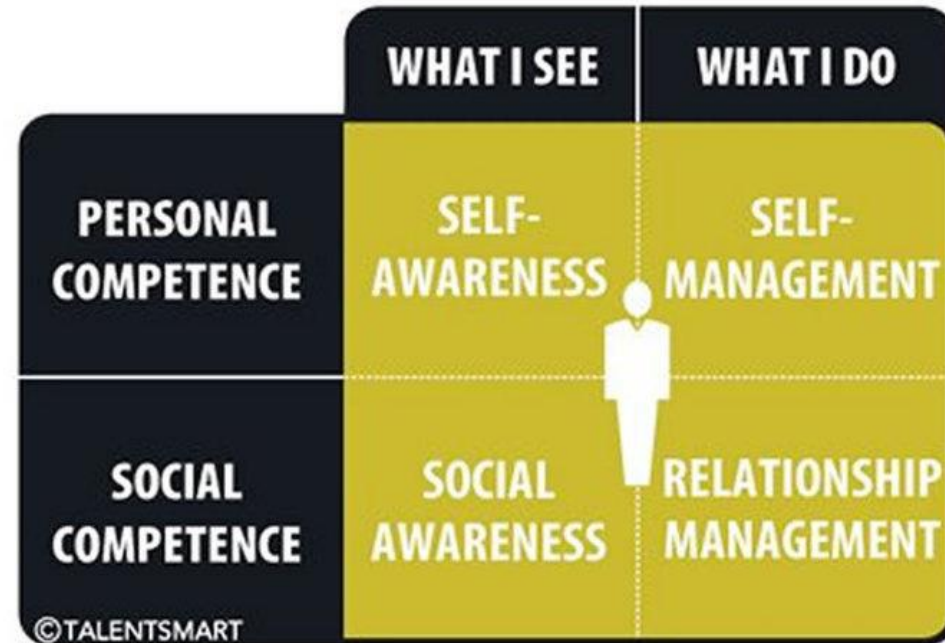
- Why is it important to me? Why should I care?
  - Less citizen complaints and lawsuits
  - Less stress
  - Increased Officer Safety
  - More Career Advancement Opportunities
- And
- You will just feel better!



## Main Components of EQ

- **Personal Competence** - my ability to stay aware of my emotions and manage my behavior and tendencies
- **Social Competence** - my ability to understand other people's moods, behavior, and motives





- **WHAT EMOTIONAL INTELLIGENCE LOOKS LIKE:**
  - **UNDERSTANDING**
  - **THE FOUR SKILLS**



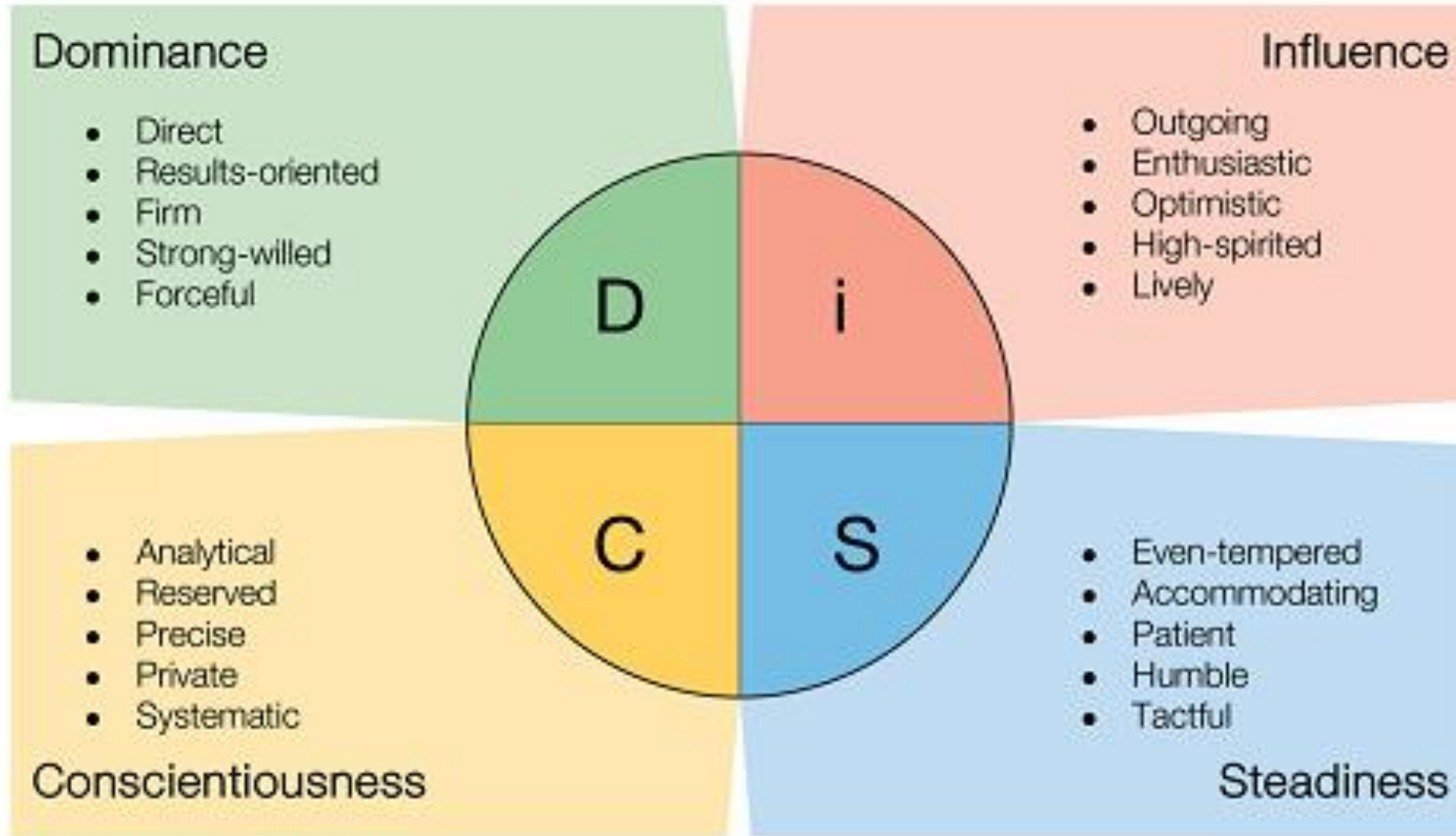
# Self-Assessment

- Aware of their strengths and weaknesses
- Reflective and capable of learning from experience
- Open to candid feedback and new perspectives
- Interested in continuous learning and self-development



# TED<sup>x</sup> Brookings

x = independently organized TED event





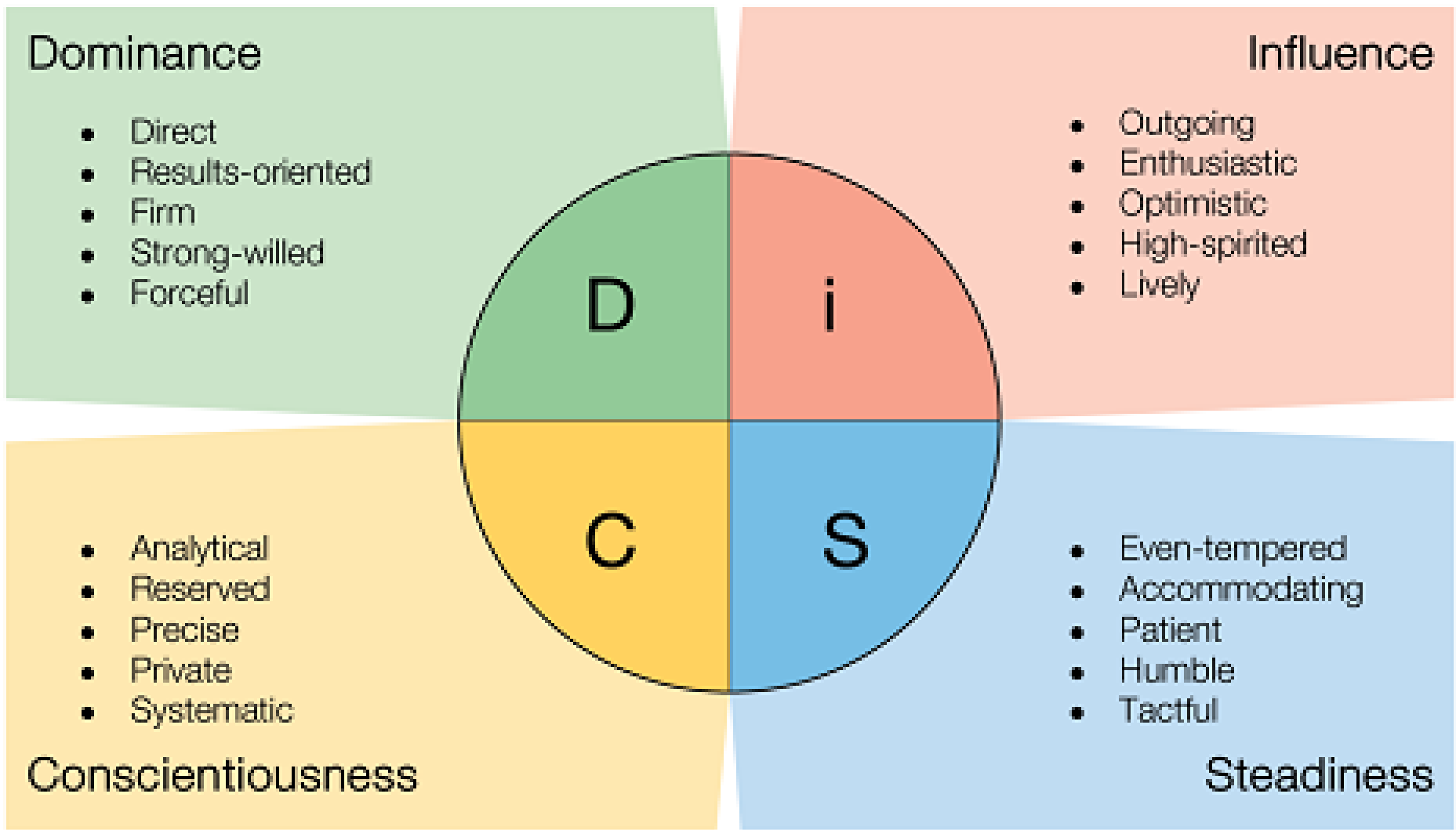


# Common Core Strategy in a Minute

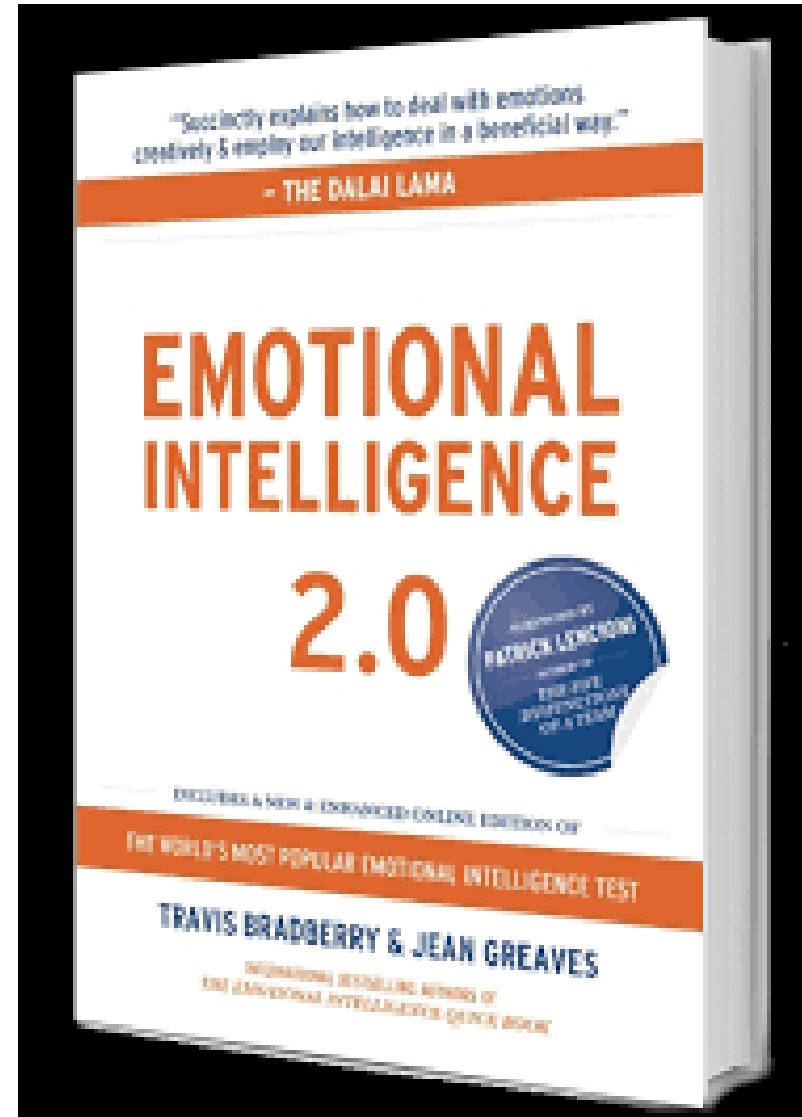
*DISC Assessment*



College and Career Readiness Anchor Standards  
for Speaking and Listening  
John Fallon, Presentation Skills Consultant









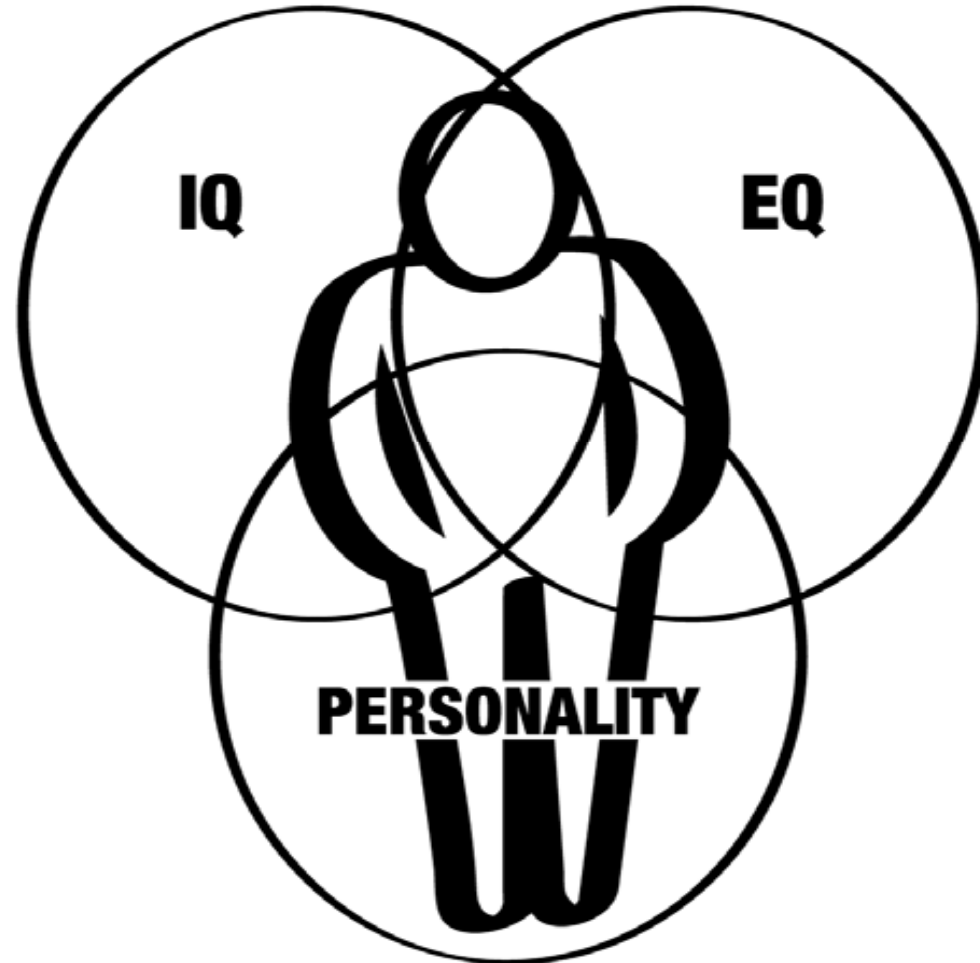
# Emotional intelligence

- is your ability to recognize and understand emotions
- your ability to use this awareness to manage your behavior and relationships.
- Your EQ is the foundation for a host of critical skills—It's the single biggest predictor of performance in the workplace and the strongest driver of leadership and personal excellence.





## SIZING UP THE WHOLE PERSON





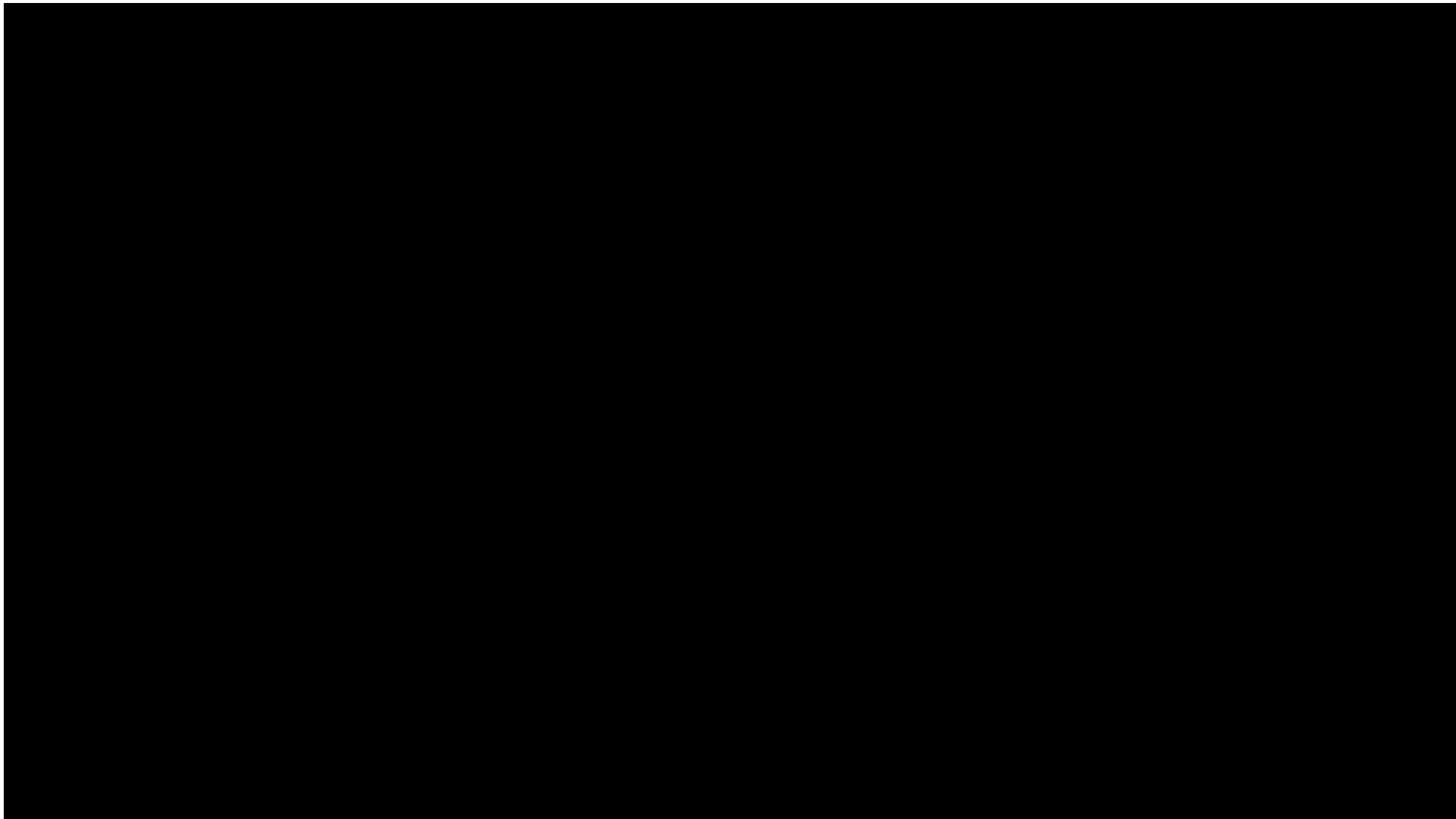
## Self-Awareness

- This is your ability to recognize your own emotions and their effects on your self and other people.
- Without being aware of and understanding your own emotions it is impossible to move into the other EQ competencies like self-management and social awareness.











## Self Awareness Strategies

Emotions are the primary drivers of your behavior, it's important you understand the effect they have on other people.

We all have buttons—pet peeves, triggers, whatever you want to call them—that, when pushed, just irritate and irk us until we want to scream.

Knowing who pushes your buttons and how they do it is critical to developing the ability to take control of these situations, maintain your poise, and calm yourself down.



## Self Awareness Strategies

Get to Know Yourself under Stress

Your self-awareness in times of stress should serve as your third ear to listen to your body's cries for help.





## Self-Management

- Self-management is what happens when you act—or do not act. It is dependent on your self-awareness
- Self-management is your ability to use your awareness of your emotions to stay flexible and direct your behavior positively. This means managing your emotional reactions to situations and people.





# Police Altercation Goes Viral

Don McComas







## Self-Management Strategies

- Clean Up Your Sleep Hygiene
- Self-management requires patience, flexibility, and alertness, which are the first things to go when you don't get a good night's sleep.



## Self-Management Strategies

- Accept That Change is Just around the Corner.
- The first step is to admit to yourself that even the most stable, trusted facets of your life are not completely under your control.



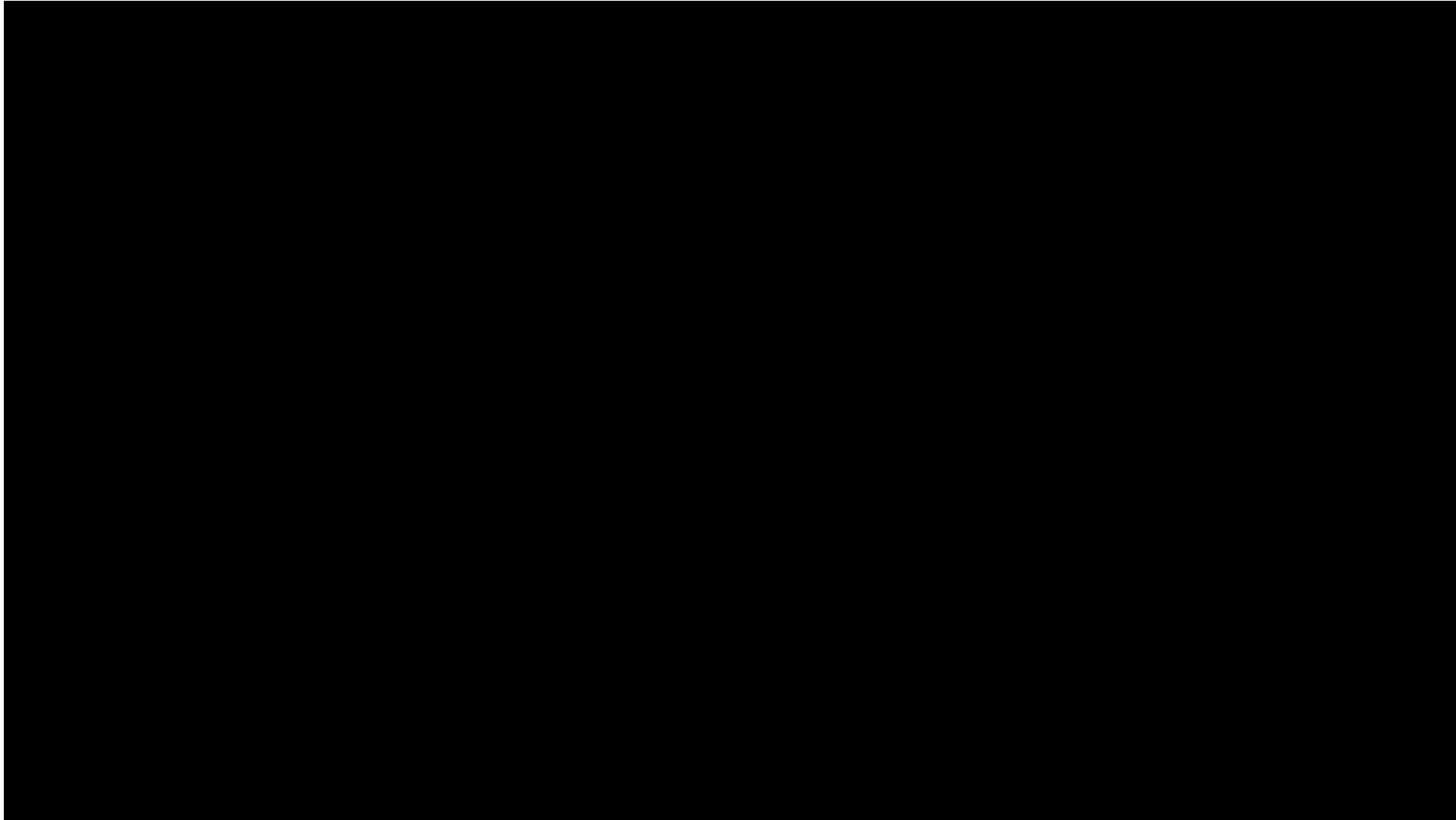




## Social Awareness

- Social awareness is your ability to accurately pick up on emotions in other people and understand what is really going on with them.
- This often means perceiving what other people are thinking and feeling even if you do not feel the same way.



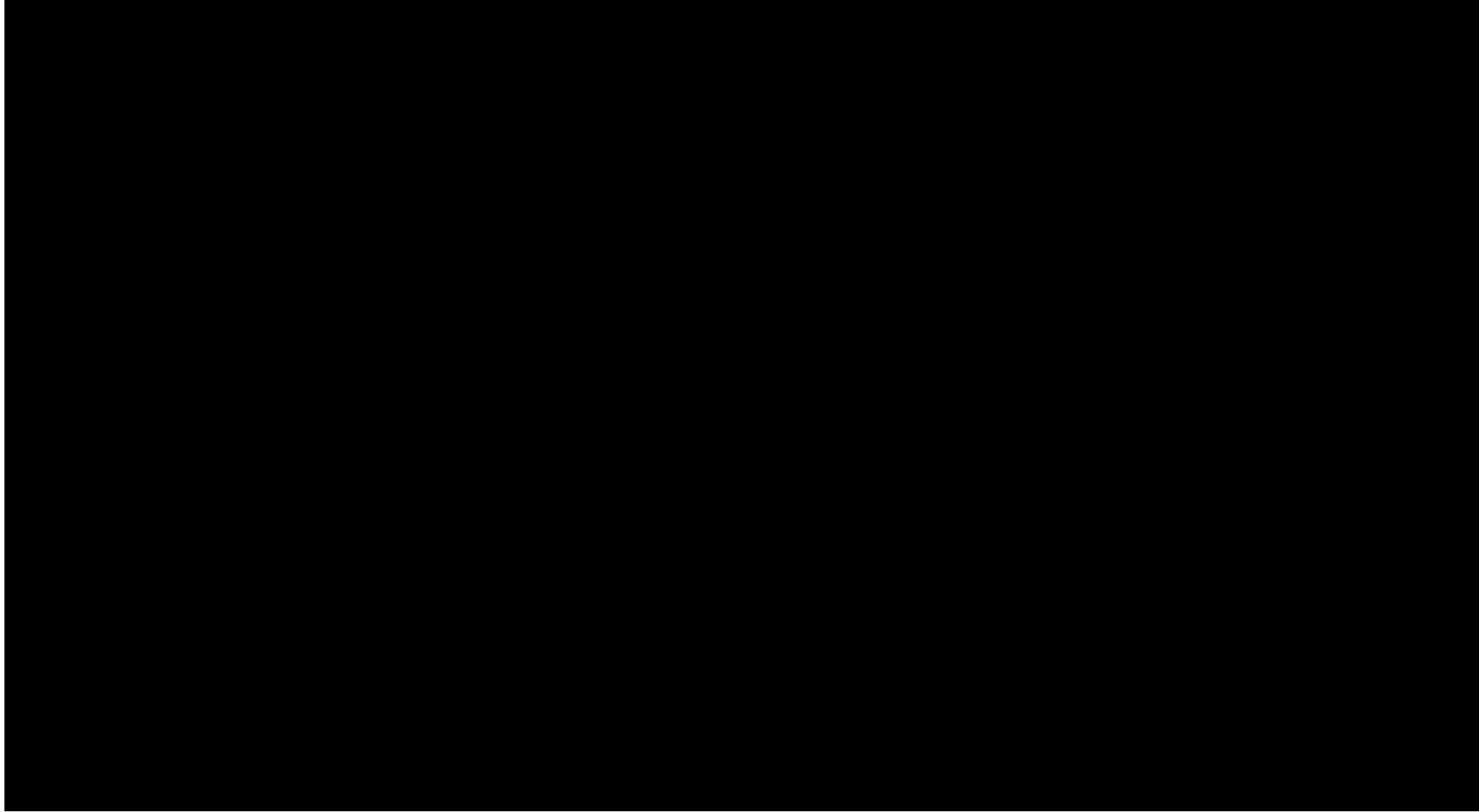


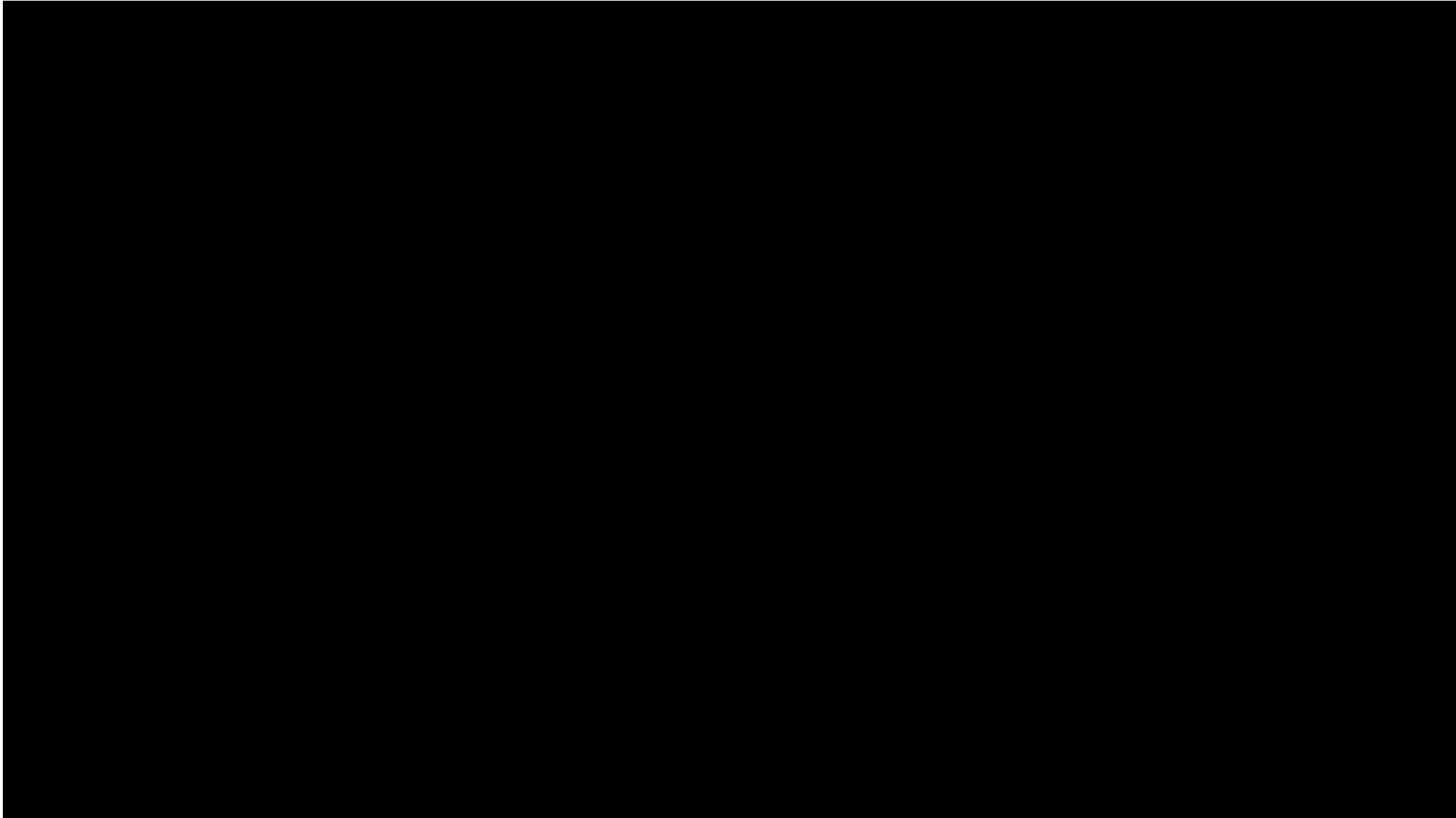


## Social Awareness Strategies

- Watch Body Language
- Practice the Art of Listening
- Understand the Rules of the Culture Game





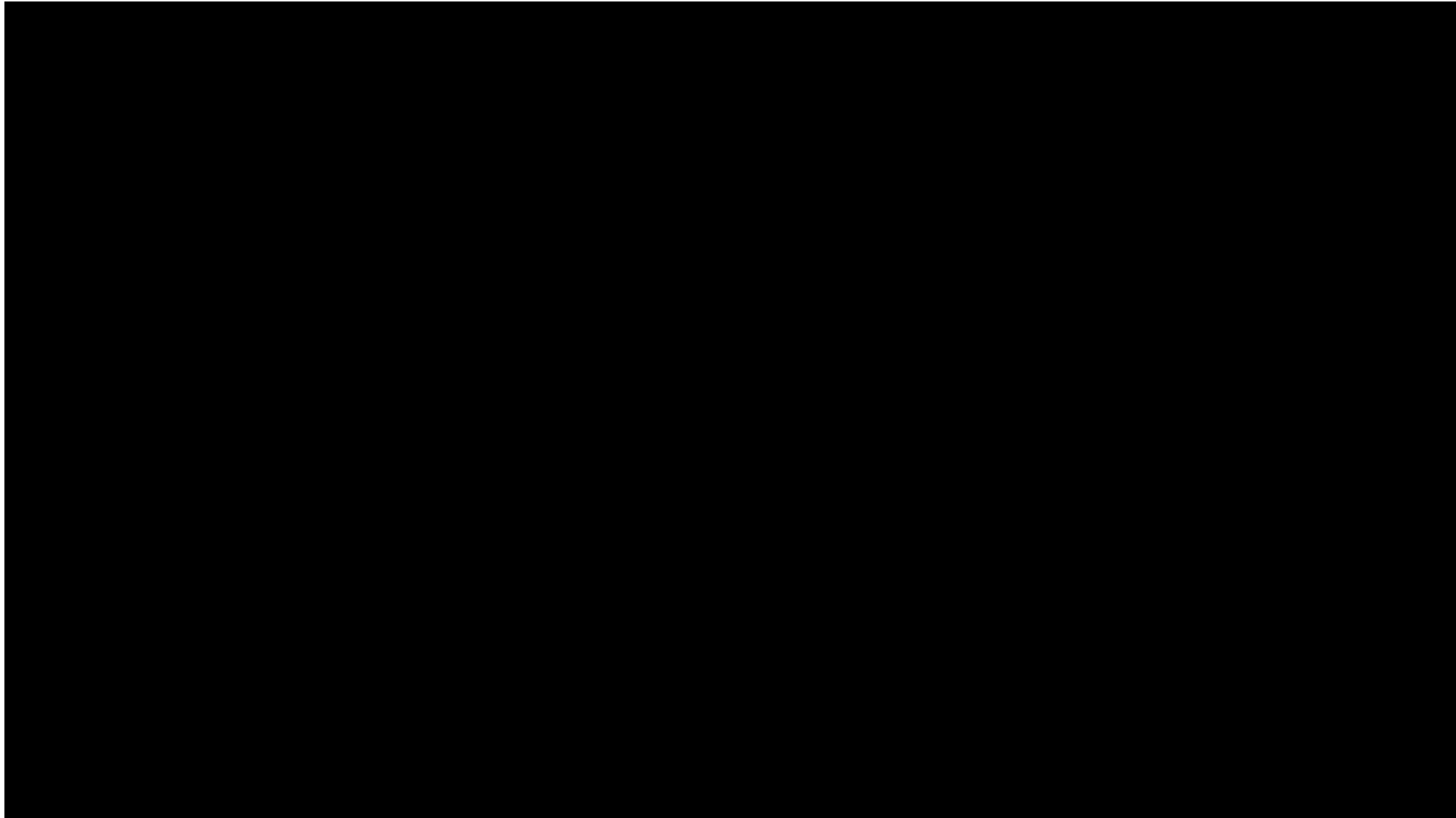






## Relationship Management

- Relationship management is your ability to use your awareness of your own emotions and those of others to manage interactions successfully. This ensures clear communication and effective handling of conflict.







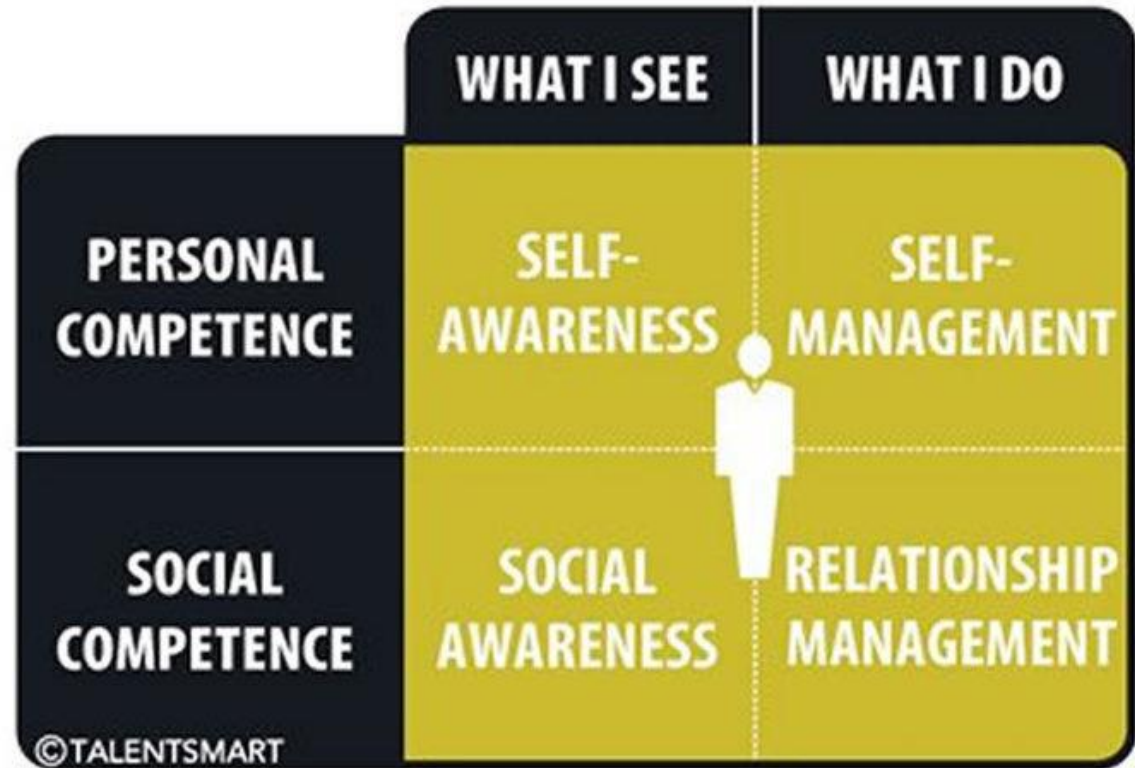


## Relationship Management Strategies

- Enhance Your Natural Communication Style
- Acknowledge the Other Person's Feelings
- When You Care, Show It
- Explain Your Decisions, Don't Just Make Them







**WHAT EMOTIONAL INTELLIGENCE LOOKS LIKE:  
UNDERSTANDING  
THE FOUR SKILLS**



- **Expectations for Tomorrow**
- **Questions???**