

Emotional Intelligence in Law Enforcement

A career in law enforcement today is more complex than ever before. The current law enforcement climate can best be described as dangerous and tense, with brutality cases playing out in the media and plaguing police departments nationwide. Not only that, but the stress of a career in law enforcement comes at an extraordinary price.

A CLOSER LOOK...

Findings from a University at Buffalo study show that law enforcement officers are at a higher risk of a coronary event compared to average national standards; 72% of female officers and 43% of male officers have high cholesterol levels; and police officers as a group have higher-than-average pulse rates and diastolic blood pressure. The same study found that suicide rates were three times higher in police than in other municipal workers¹.

The TalentSmartEQ® Mastering EQ® training program has proven to yield significant improvements in behaviors that are critical to law enforcement organizations. Participants in the TalentSmartEQ Mastering EQ training program experienced a 93% improvement in their ability to handle conflict effectively, a 54% improvement in their ability to communicate clearly and effectively, and a 35% improvement in their ability to keep emotional outbursts from hindering their performance.

THE CASE FOR EQ IN LAW ENFORCEMENT

Law enforcement officers are thrown into dangerous, often traumatic, situations and must be equipped with more than just firearms. They need advanced emotional intelligence (EQ) strategies to help them problem solve in high-stress situations in the field and deal with the



difficult emotions that may come thereafter. Additionally, as representatives of the law, they are expected to serve as ethical citizens for members of the community to emulate.

According to a study of 137 leaders who took TalentSmartEQ's Emotional Intelligence Appraisal®-Me Edition (EIA-Me), researchers found a significant positive correlation between the overall EQ score and overall ethics as measured by a perception of ethical behavior².

Emotional intelligence is your ability to recognize and understand emotions in yourself and others, and to use this awareness to manage your behavior and relationships. EQ is made up of four core skills that pair up under two primary competencies: personal competence and social competence.

Personal Competence

Personal competence is made up of your self-awareness and self-management skills, which focus more on you individually than on your interactions with other people.

Personal competence is your ability to stay aware of your emotions and manage your behavior and tendencies.

- Self-Awareness is your ability to accurately perceive your emotions and stay aware of them as they happen.
- Self-Management is your ability to use awareness of your emotions to stay flexible and positively direct your behavior.

Social Competence

Social competence is made up of your social awareness and relationship management skills; social competence is your ability to understand other people’s moods, behavior, and motives in order to improve the quality of your relationships.

- Social Awareness is your ability to accurately pick up on emotions in other people and understand what is really going on.
- Relationship Management is your ability to use awareness of your emotions and others’ emotions to manage interactions successfully.



BRINGING IT ALL TOGETHER...

EQ training for law enforcement officers is not just recommended, it is crucial to the individual and the industry as a whole. The ability to remain calm under extreme stress—and the ability to then process that stress—should be a major talking point during an officer’s days at the academy, and at continuing education courses throughout their career.

Helping your law enforcement professionals increase their EQ skills will make them more successful in handling conflict better, staying calm under high-pressure circumstances, maintaining a more efficiently run municipality, and ultimately creating a more peaceful community.

1. University at Buffalo. “Impact of Stress on Police Officers’ Physical and Mental Health.” ScienceDaily. (September 29, 2008). www.sciencedaily.com/releases/2008/09/080926105029.htm.
2. Ureta, Angie, Smothers, Gaye, & Hanson, Christopher. (2005). “Emotional Intelligence and Perception of Ethical Behavior.” University of San Francisco.

For more information about the TalentSmartEQ® Mastering EQ® program, call 1-888-818-SMART, or visit us at www.TalentSmartEQ.com