COURSE OVERVIEW AND INSTRUCTIONAL GOALS

COURSE LENGTH: 8 Hours (1 Day)

8 Hours Virtual Classroom

COURSE OVERVIEW

This course is designed to help first responders identify the role emotional intelligence plays in managing stress and relationships. Methods to improve emotional intelligence and resilience, as well as decision making during rapidly evolving events will be the focus of the course. The EQ-i 2.0 will be the instrument used to discuss how an individual's emotional quotient can be defined, measured, and improved upon. Group discussions, individual and group exercises will be conducted throughout the course to enhance the learning process.

INSTRUCTIONAL GOALS

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

1. Identify the Necessity for Understanding and Balancing Emotional Intelligence in First Responder Professions
2. Identify the Benefit of Emotional Intelligence in First Responder Professions Active Listening
3. Understand the Importance of Resilience in First Responder Professions
4. Their Individual Hardiness Level
5. Identify the Difference Between IQ and EQ
6. Understand How Stress Impacts Emotional Brilliance and Cognition
7. Understand the Assessment Process for the EQi-2.0, and what it is measuring

DAY TO DAY / HOUR TO HOUR AGENDA

DAY ONE

Hours:	**Instruction:**
1000-1030	Course Introduction, Overview, and Administration
1030-1130	The Need for Emotional Intelligence
1130-1245	Self-Awareness Exercise
1245-1330	Emotional Intelligence Decision-Making
1330-1400	Hardiness Resiliency Gauge Activity
1400-1500	Lunch (not provided)
1500-1545	IQ vs EQ and How the Brain Works
1545-1630	Amygdala Hijack and the Fight, Flight, or Freeze Response
1630-1730	Stress, IQ, Managing Self and Others
1730-1815	EQi-2.0 Overview
1815-1845	EQi-2.0 Case Studies and Decision-Making
1845-1900	Course Closeout

COURSE OUTLINE

I. Preface
   - A. Course Overview
   - B. Instructional Goals
   - C. Agenda
   - D. Outline

II. The Need for Emotional Intelligence
   - A. Social Circle PD Traffic Stop Video
   - B. Section Objectives
   - C. Today's Journey
   - D. Do First Responders Really Need EI

III. Self-Awareness Exercise

IV. Why Should EI Matter to You?
   - A. Benefits in Officer Decision-Making
   - B. Benefits in Tactical Decision Making
   - C. Benefits for Supervisors
   - D. Benefits for Managers

V. Resiliency
   - A. Hardiness Resiliency Gauge Activity

VI. IQ vs EQ and How the Brain Works
   - A. What Emotional Intelligence is Not

VII. Amygdala Hijack and the Fight, Flight, or Freeze Response
   - A. Prefrontal Cortex, Hippocampus, and the Amygdala
   - B. Sensory Input to Balanced Response or Fight, Flight, or Freeze Response

VIII. Stress, IQ, Managing Self and Others

- A. Average Number of Thoughts and Neuron Connections
- B. Happiness and Genetics
- C. Behaviors of Mind and Body
- D. Self-Talk
- E. Changing Your Emotional Intelligence
- F. Stress Effects on Emotional Intelligence and Cognitive Ability
- G. Managing Self and Others

IX. EQ-i 2.0 Overview

- A. Instrument Description
- B. Self-Perception Composite
  - a. Self-Regard, Self-Actualization, and Emotional Self-Awareness
- C. Self-Expression Composite
  - a. Emotional Expression, Assertiveness, and Independence
- D. Interpersonal Composite
  - a. Interpersonal Relationships, Empathy, Social Responsibility
- E. Decision Making Composite
- a. Problem Solving, Reality Testing, and Impulse Control
- F. Stress Management Composite
- a. Flexibility, Stress Tolerance, and Optimism

X. EQ-i 2.0 Case Studies and Decision Making

- A. EI Profile Case 1
- B. EI Profile Case 2
- C. EQ-i Decision Making

NTOA PROVIDED INSTRUCTOR MATERIALS

INSTRUCTOR PACKET (sent electronically)

- Course roster
- Instructor agreements

COURSE PRESENTATION MATERIALS

- PowerPoint presentations available on Basecamp for download

STUDENT INFORMATION

INDIVIDUAL

- This course is conducted entirely online via Zoom, through the NTOA's Learning Management System
- Student should confirm they are able to access Zoom with the device being use and ensure a stable high speed internet connection
- **Computer or tablet device must have webcam and microphone to attend this course – each student needs their own device/login – group attendance is not allowed**
- Student materials will be made available via Dropbox

STUDENT MATERIALS

SECTION	DESCRIPTION
Preface	Overview, Instructional Goals, Agenda, Outline
1.	Emotional Intelligence for First Responders