



ASU Center for Applied Behavioral Health Policy
Arizona State University



CIT INTERNATIONAL 2018

police emotional intelligence: the continuum of empathy

Centerpoint For Hope



INSTRUCTOR:




Victor Escoto, M.Sc.
Consultant
Crisis Response Network
Community and Crisis Response Specialist

Retired Detective Phoenix Police Department
25 years




DENISE BEAGLEY, MSc.

Manager of Clinical Initiatives & Training
Arizona State University



Crisis Intervention Specialist
Chandler Fire Department






what do people need from you on scene?

be heard or listened to help
care & concern supported

what do people need from you on scene?

feel safe non-judgmental
empathy & compassion

what are you willing to give?



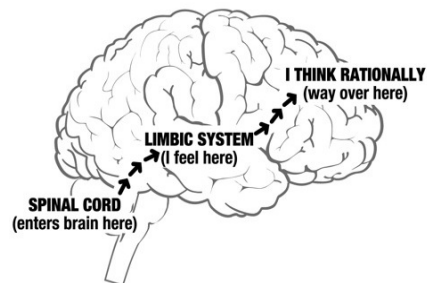
how often do you receive it?

by "it" we mean empathy

EQ- definition

- emotional intelligence is your ability to **recognize and understand emotions in yourself and others**, and your ability to use this awareness to **manage your behavior and relationships**
- emotional intelligence is the something in each of us that is a bit intangible. It affects how we **manage behavior, navigate social complexities, and make personal decisions** that **achieve positive results**. Emotional intelligence taps into a fundamental element of human behavior that is distinct from your intellect

how does it work?

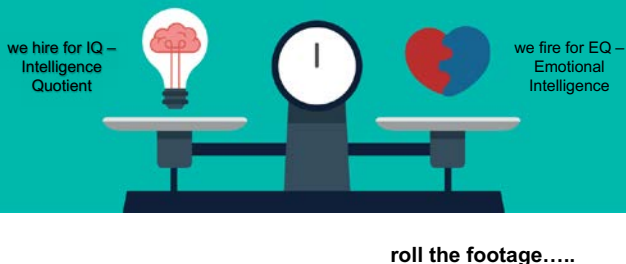


dual brain

- unconscious
- safety factor
- conscious mind
- judging
- 7 seconds
- environmental



IQ vs EQ



*“When you add the activity of trying to identify and understand the feeling of someone else to **your feelings and understandings** in a given situation, matters become more complex, and then they become even more so if you do not know the other person, or if **you are very different than that person.**”*

ASSESSING EMPATHY

what is competence?

personal competence: self awareness & self management skills (about you)

- personal competence is your ability to stay away of your emotions and manage your behavior & tendencies

social competence: social awareness & relationship management skills (about you with other people)

- social competence is your ability to understand other people’s moods, behavior and motives in order to improve the quality of your relationships

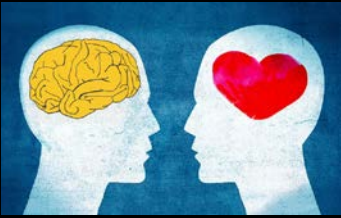
Police: Wife Steals Cop Car With Husband Cuffed Inside

Wife-of-the-year candidate, right here



RELATIONSHIP GOALS

emotional intelligence




- the capacity to **be aware** of, **control**, and **express one's emotions**, and to handle **interpersonal relationships judiciously** and **empathetically**
- emotional intelligence is the key to both **personal and professional success**

what are your buttons?

Learning what triggers my 'hot buttons' makes it easier to keep my cool.

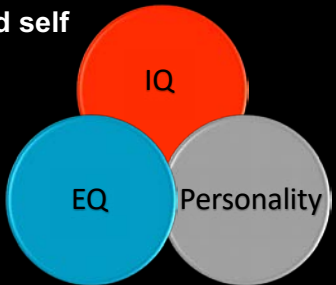




stop techniques



- emotions drive behavior
- they hijack our thinking (logical) mind
- **SOS:**
 - 1- **stop**
 - 2- **oxygenate:** intake of large amount of oxygen, deep conscious breath, oxygen carbonizes your blood & minimizes the impact of the chemicals. the chemicals begin to recede from the brain with the deep breathing.
 - when you feel the need to respond just pause, disconnect from the trigger, drink water, grab a piece of chewing gum, open your palms, oxygenate.
 - 3- **seek:** information about what will best serve you.

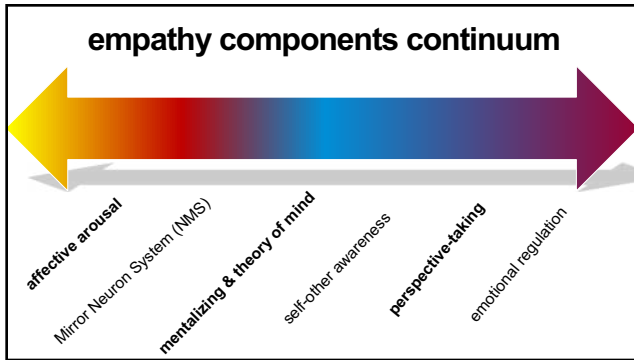
the balanced self

- emotional vocabulary
- **you embrace change**
- you are difficult to offend
- **you let go of mistakes**
- you don't hold grudges
- **you neutralize toxic people**
- you don't seek perfection
- **you stop negative self-talk**

signs you have high EQ

empathy is vital to all human interactions



communicate

1. make everyone feel safe
2. listen to the other person
3. ignore challenging questions
4. start with common points
5. finding a bridge

prosocial behavior altruism

morality & justice **cooperation**

positive aspects of empathy

attachment emotional intelligence

compassion

fear paralyzes us force field

posture

barriers to empathy

similarities built up hostility

prejudice - bias


unconscious bias; not so black & white

- implicit bias
- personal bias
- unintentional bias
- diversity
- values
- beliefs
- perceptions



4 silver bullets

1. **stress** - get stress under control
2. **sleep** - improve the quality of sleep
3. **caffeine** - reduce the intake
4. **cultivate** - an attitude of gratitude



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comments & questions

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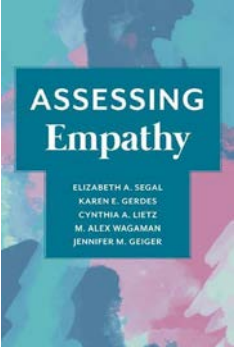


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victor.escoto3@gmail.com
denise.beagley@asu.edu

references

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