

# Self-Awareness, Self-Control and “Emotional Intelligence”



**Length:** 1 day  
**Audience:** All employees, sworn and non-sworn

Self-Awareness, Self-Control, and Emotional Intelligence (EI) is an interactive course designed to allow attendees to take an in-depth look at their own personal and social competencies. Regardless of what technologies evolve in the workplace, relationship management will forever be the greatest challenge. Attendees will analyze and discuss methods to develop emotional intelligence—a key factor in effective interpersonal relationships. Emphasis is placed on ways to positively influence coworkers, while modeling the ability to control emotions, accept feedback, and work collaboratively with others.

## Objectives:

- Discover emotional intelligence (EI)—what it is, why it’s important, and how it can be developed
- Relate EI to the acceptance of feedback, control over emotions, and human interactions
- Discuss strategies to develop EI
- Analyze attendee inclinations and learn why they are sometimes misunderstood
- Apply EI to leadership approach and overall influence on others
- Link EI to Maxwell’s five levels of leadership
- Recognize the impact of actions and attitudes on others
- Relate the impact of EI and leadership on all employees
- Learn ways to influence others and create positive working environments
- Promote responsibility and accountability
- Build individual and team confidence while instilling enthusiasm towards service



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# Let us challenge the way your employees think, and improve the way they perform...

Moser Training Solutions, LLC (MTS) is privileged to work with corporate and government leaders who want to improve employee and customer satisfaction, while enhancing both individual and team performance.

What we do:

- Provide professional and career development training
- Customize training to the client's needs
- Coaching (career advancement, study techniques and effective writing skills)
- Conduct individual and program assessment
- Provide law enforcement subject matter expertise
- Project management and consultation
- Prepare private industry for emerging threats

## Train-the-Trainer

Instructor Development (and recertification)  
Field Training Officer (FTO)  
Police Training Officer (PTO)  
Advanced Coaching (FTO/PTO)  
Basic Recruit Academy Instructor

## Professional Development

Building Outstanding Teams  
Customer Service for Public Safety  
Problem-Solving, Decision-Making  
Resolving and Navigating Conflict  
Facilitation Skills  
Ethics, Stress and Negativity  
Project Management

## Leadership

Leader in Blue/Operational Readiness  
Leaving a Legacy Through Leadership  
Leading During Challenging Times  
Leading and Influencing at all Levels  
Performance Management for Supervisors

## Career Advancement

Excelling Through Written Correspondence  
Preparation for Career Related Interviews  
Assessment Center Preparation  
Improving Cognitive and Test Taking Skills  
Resume Preparation  
One-on-One Career Coaching  
Individual Assessment and Compliance Issues

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