

# EMOTIONAL INTELLIGENCE

Quick Start Guide



## Emotional Intelligence Quick Start Guide

Welcome to the Mastering Your Life Through Self Coaching Course. We're thrilled to be working with you!

Following is some information to help you get started. But if you have any questions along the way, please don't hesitate to email us.

### COURSE DESCRIPTION

The Emotional Intelligence Course is designed to provide you the core information anyone seeking truth may need, but with the convenience of online education.

- The program consists of six lessons (i.e.: Self Perception and Self Awareness, Stress Management and Flexibility, Interpersonal Skills and Empathy, etc.)
- Each lesson is broken into 4-6 modules which are each designed to take 10-20 minutes to complete.
- As long as you complete each module (i.e., click the Orange Continue button at the bottom), the system will keep track of where you are.
- There is a knowledge check at the end of each module that is important to complete. These questions will become part of the final quiz required to receive your certificate.

## WHAT LESSONS ARE INCLUDED?

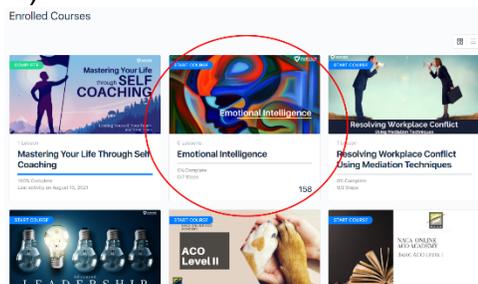
Through the Emotional Intelligence Course you will discover the foundation for all of our interactions. This combination of social and emotional components work together to determine how well we understand ourselves and others in unique – and often highly stressful situations. This can range from:

- Dealing with a difficult co-worker
- De-escalating tensions with neighbors
- Learning to choose your words carefully so that employees will not only hear but USE your feedback
- Managing relationships with other agencies.

## HOW DO I GET STARTED?

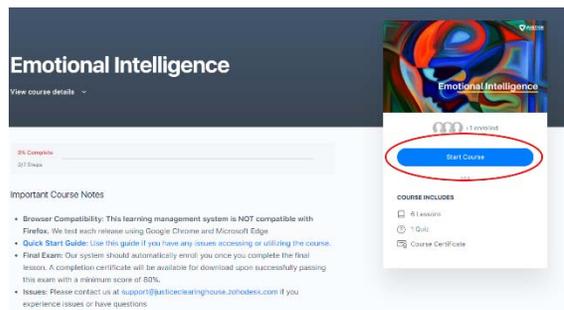
In your welcome email you would have received your user ID and password.

- Go to <https://academy.justiceclearinghouse.com/>
- Click “Sign In” (Upper right corner of your screen)
  - Use the Log in ID: **[refer to email]**
  - Password: **[refer to email]**
- Click **Log In**

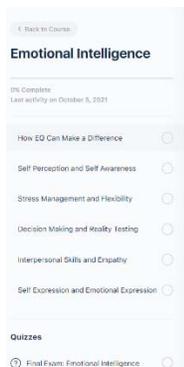


- On the Course Page, select **Emotional Intelligence**

- Click **Start Course**.



- You’ll land at the overview. Click the Begin Course button



- Click the **Start Topic Button** at the top of the page

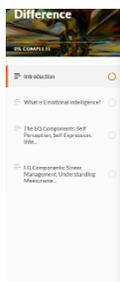


Emotional Intelligence is the combination of several social and emotional components that work together to determine how well we utilize our skills of self-perception, self-expression, the way we build and maintain relationships, solve conflict, and manage stressful challenges. It also plays an important role in how we approach decision-making.

Public Safety is an area that requires the delicate balance of Emotional Intelligence and data collection to support decision-making during

- Go through and watch the videos and participate in each of the topic's content. **When you have completed all of the material, you will see an Orange Button at the bottom of the page.**

**Click the Orange Continue Button** to continue to the next topic.



emotional intelligence communication, stress and operator of DWI Thurgood and Martin State Airports. In this role she oversaw Training and Development, Performance Management, and Employee Development Services.



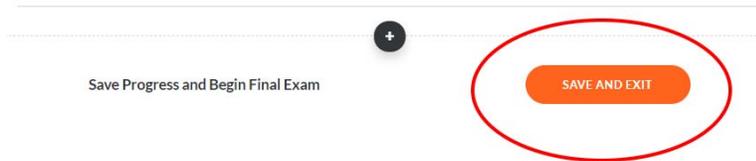
**Mike Brown**  
Mike Brown is a retired law enforcement professional whose law enforcement career began as a United States Air Force Security Police officer in 1981. In May of 2018, Mike joined the National Sheriff's Association as the Director of Professional Development.



- On the final lesson, click the “Save and Exit” button to return to the course page. You can then begin taking your final, cumulative quiz.



Add a caption



## ARE THERE TESTS OR QUIZZES?

Every lesson will conclude with a quiz comprised of up to 12 questions. There is a cumulative, online final quiz with 35 questions covering all of the material in the Course. You will have one hour to complete this final exam.

## YOU MENTIONED A FINAL QUIZ?

The cost for taking the final quiz is included in the course price.

This final exam is:

- Completed within 60 minutes
- 35 questions long
- Format: Multiple Choice, True/False, Select All that Apply
- Final exam questions are drawn from all the lessons taught throughout the course.
- You must score at least 80% to receive a certificate of completion. You can retake the exam if you do not score at least 80%.

## CAN I START AND STOP A TOPIC WITHIN A LESSON?

Yes – as long as you get to the bottom of a lesson and click the “Continue” button, the system will retain your progress.

## CAN I GO BACK AND REVIEW?

Yes. Once you've completed a lesson (or topic) you can always go back and review. In fact, we encourage it. 😊

## HOW DO I RECEIVE MY CERTIFICATE?

Once you have completed all of the lessons in the program and passed the final exam, you will be provided access to your certificate.

## QUESTIONS?

If you have any additional questions, please do not hesitate to contact support at [support@justiceclearinghouse.zohodesk.com](mailto:support@justiceclearinghouse.zohodesk.com).