Security & Law Enforcement · SL156

Emotional Intelligence and Creative Reframing Skills for Innovative Policing

Kuala Lumpur · 21 - 25 Dec 2026

Date	Venue	Duration
21 - 25 Dec 2026	**Kuala Lumpur**	**1 Week**
Fee	**Ref**	**Language**
£5,000 GBP	**SL156**	**English**

Introduction

This Emotional Intelligence and Creative Reframing Skills for Innovative Policing training course will assist law enforcement officers in gaining competency to more effectively protect and serve the public, learn to appropriately monitor their own and other people's emotions, and use this knowledge to guide their thinking, action, and decision making; particularly during intense confrontation or interactions with the general public. Policing is a stressful, difficult, high-risk, and emotionally taxing profession. Emotional Intelligence (EQ) appears to be a factor in predicting work performance that requires regular interpersonal contact with people—the cornerstone of the law enforcement profession.

This highly interactive and engaging training course will assist you in developing positive emotional labour control, that is, how you manage your own emotions while providing service to others in the execution and performance of job duties. This training course will teach you how to achieve and maintain a high level of successful negotiation and social interaction, how to understand the perception and emotional makeup of stakeholders, how to gain in-depth knowledge, practical skills, and intrinsic motivation to practice emotional intelligence, and how to exemplify a commendable model of community policing.

This training course will highlight:

- Trait and ability models of the Emotional Intelligence (EQ)
- Holistic model and approaches to handling emotions
- Brain gym sessions and reframing techniques to stimulate neural networks
- Assessment of your EQ and summary of customised personal development pathway
- Therapeutic power relaxation session to inspire optimism

Course Objectives of Emotional Intelligence and Creative Reframing Skills for Innovative Policing

By the end of this training course, the participants will be able to:

- Assess oneself accurately and gain valuable awareness of oneself
- Monitor your own emotions and behave appropriately to reflect the highest standard t for your benefit and that of your Team & Department
- Positively influence the public and establish excellent community policing
- Set an example and inspire best policing practices
- Cultivate spontaneous Flexi mindset to achieve innovative policing

Course Methodology of Emotional Intelligence and Creative Reframing Skills for Innovative Policing

The Emotional Intelligence and Creative Reframing Skills for Innovative Policing training course will combine presentations with interactive practical exercises, supported by video material and case studies. The participants will be encouraged to participate actively in relating the principles of emotional intelligence to the needs of their workplace.

Organisational Impact of Emotional Intelligence and Creative Reframing Skills for Innovative Policing

The Police organisation will benefit greatly and can expect the participants to:

- Develop a highly emotional intelligence organisational culture
- Understand and apply the psychology of effective teamwork
- Improve corporate teamwork and achieve policing objectives
- Enhance public cooperation and community policing
- Develop an emotionally intelligence and positive work force
- Generate innovative options to solve problems

Personal Impact of Emotional Intelligence and Creative Reframing Skills for Innovative Policing

This impact of this training course to the participants are manifold and includes:

- Gain deeper self-awareness and strategic insights for personal development
- Develop and cultivate emotional intelligence competencies
- Effectively manage your own emotions & emotions of others
- Personal growth as an emotionally intelligent leader
- Understand the different personality styles and work effectively with them
- Develop flexibility in problem-solving and be more creative and innovative in approaching all situations

Target Audience of Emotional Intelligence and Creative Reframing Skills for Innovative Policing

This Emotional Intelligence and Creative Reframing Skills for Innovative Policing training course aimed at all aspects of Policing Whether you are front facing or leading teams this course will help you in the following roles:

- Team Leaders
- Traffic Police

- Support Functions
- Community Police Roles
- First-line and Middle Managers
- Criminal Investigation Department (CID)

Course Outlines of Emotional Intelligence and Creative Reframing Skills for Innovative Policing

DAY 1

Capacity Building and Development with Emotional Intelligence

- The truth about Emotional Intelligence & why it works even for policing
- Increasing self-awareness your enhanced public relations
- The impact of perception on interpersonal relationships
- Identifying your own preferred behaviours and orientations
- Minimising blind spots and maximising strengths and growth potentials

DAY 2

From Leadership Theories to Effective Practices

- Theories and concepts of leadership
- Growing from position to personhood of leadership
- Utilising bases of power appropriately
- Collaborating and relating with different personalities effectively
- Blame, responsibility, and professionalism

DAY 3

Enhance Public Relations with Effective Communication

- Giving & receiving feedback humbly and effectively
- Strategic conflicts resolution promoting collaboration
- Strongly connect with active listening skills
- Inspiring others with your life mission statement
- Coaching questions to empower others

DAY 4

Creativity, Reframing Skills and Innovative Policing

- Split-brain theories and implication
- Dynamics and interactions of the left and right hemispheres
- Creative problem-solving models and essentials
- SEEK creative processes
- Developing reframing skills for innovative problem solving

DAY 5

High EQ Policing with Psychological Principles

- Putting motivation theories to practices
- Achieving compliance with the laws of persuasion
- Basic trust and abundant motivations
- Inspiring others with value-based policing

- Non-alienation principle for soliciting cooperation

Register or ask about this course online
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