



SPEAKERS BUREAU



Presentation Information

Presentation Category	Executive Leadership
Presentation Title	Emotional Intelligence and Public Safety Leadership
Presentation Length	1 Hour Keynote, Half Day or Full Day Workshops
Presentation Objective	<ul style="list-style-type: none"> <p>Recognize the Core Components of Emotional Intelligence. Participants will be able to define and describe the five key components of EQ (self-awareness, self-regulation, motivation, empathy, and social skills) and explain their importance in public safety contexts.</p> <p>Assess Personal Emotional Intelligence Competencies Participants will complete self-assessments (PSEQ) and identify strengths and areas for improvement in their own emotional intelligence.</p> <p>Apply Self-Regulation Techniques in Stressful Situations Participants will learn and practice specific techniques for self-regulation, such as mindfulness and delayed response, to maintain composure and clear-thinking during emergencies or conflict situations.</p> <p>Enhance Empathy in Public Interactions Participants will develop strategies to better understand and empathize with the emotional states of colleagues, victims, and the public, fostering more effective communication and de-escalation of tense situations.</p> <p>Improve Communication and Conflict Resolution Skills Participants will practice using emotional intelligence to manage conflicts</p>

	<p>more effectively by recognizing emotions, understanding their impact on behavior, and employing active listening and assertive communication.</p> <ul style="list-style-type: none"> <p>Develop Leadership and Teamwork Through Emotional Intelligence Participants will explore how EQ can enhance leadership and teamwork, learning how to inspire and motivate colleagues, manage group dynamics, and build cohesive, emotionally intelligent teams in public safety settings.</p> <p>Create an Action Plan for Sustained Emotional Intelligence Development Participants will develop a personalized action plan outlining steps they can take to continue improving their emotional intelligence skills, ensuring they apply the techniques learned during the workshop to their everyday roles</p>
Presentation Description	<p>Emotional intelligence (EQ) is critical in public safety leadership, as it enhances the ability to manage high-stress environments and make sound decisions. Leaders with high EQ can better understand and regulate their own emotions, while effectively recognizing and responding to the emotional needs of their teams.</p> <p>This fosters trust, communication, and resilience, which are essential in public safety roles like law enforcement, firefighting, and emergency response. Leaders who excel in EI build strong, cohesive teams, handle crises with empathy, and reduce burnout, ultimately improving both team performance and public outcomes.</p> <p>Be prepared for fun and possible challenges to your current way of thinking!</p>
Speaker Name & Session	Dr. Michael Goold, NA Session 251
Speaker Phone Number	(916) 534-8067
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Speaker's Biography	Dr. Michael Goold retired as a Chief of Police after 23 years in law enforcement. He served in many capacities including patrol officer, Comm Center supervisor, Corrections Watch Commander, CSI/Detective Division

Asst. Commander, and Chief of Police. He is a graduate of the FBI National Academy and Harvard's State and Local Leader program.

His doctoral dissertation examined traumatic stress and 9-1-1 personnel. He is a certified executive/team coach and certified facilitator in Emotional Intelligence. Dr. Goold is an adjunct doctoral faculty member.

He's a not so fast marathoner and triathlete. Most importantly, he's a husband, father, and grandfather.