

Past Students' Comments for: **Emotional Intelligence: The High-Performance Enabler**



- "I think this course would be beneficial to all police instructors in the region and supervisors to possibly understand personnel who work for them. Great class. I will also use this course in my family life having a 21, 16 and 15-year old. [This training was helpful] in communications with others, but also to recognize change in me."* - A.R., Navy, Whidbey Island, WA
- "It will be useful for effectively working with my team. Gave examples of barriers to communication and recognizing non-verbal cues as well as their importance and how to articulate what the 8 primary emotions are and the positive and negative attributes of each. There are lots of exercises provided that could be used with my team which is a great way to bring these concepts to the team."* - Unsigned, SSA, Baltimore, MD
- "I will absolutely use what I learned at work. Instructor gave a different perspective on EQ."* - S.B., SSA, Baltimore, MD
- "Although, in view of other 'management-style courses,' this course's nuances and emphasis in interpersonal communications was something I've not experienced in previous federal govt. courses or in college/graduate school. Excellent course."* - B.T., Navy, Whidbey Island, WA
- "It helped me to expand my knowledge on EQ."* - N.S., SSA, Baltimore, MD
- "Great information and applicable for SSA Managers."* - Unsigned, SSA, Baltimore, MD
- "I am a supervisor who communicates with executives and my staff. I am currently having performance discussions, so the section on non-verbal cues will assist. I appreciate the instructor's enthusiasm for the topic."* - C.L., SSA, Baltimore, MD
- "Very applicable to job and life!"* - N.H., SSA, Baltimore, MD
- "Very helpful. The information was phenomenal."* - T.M., SSA, Baltimore, MD
- "Added tools and resources for work and life. I'd like to have this course for all police officers at NBK."* - D.V., Navy, Bangor, WA
- "This was helpful, a different insight into working as a team."* - K.P. Navy, Bangor, WA
- "I incorporate process improvements and personal growth each day. This course reinforces what I practice, and it challenges me to look at new concepts. Thank you, Joan, for being energetic and engaging in discussions. I also value all the research and stories you incorporated in the subject matter/topics.!!!"* - D.B., Navy, Bangor, WA
- "The material taught applies to the foundation for building a strong team. I'll use the tools taught to evaluate my team's drivers/triggers. It helped me understand my EQ and how it has evolved. Highly recommend this for my team so they can be exposed to EQ tools."* - Unsigned, SSA, Baltimore, MD
- "EQ is vital to every interaction we have w/ others. I will use it at work and home."* - B.B., Navy, Bangor, WA
- "Will give me tools to be a better leader and build a stronger team. Joan is a true master of the content."* - L.S., Navy, Whidbey Island, WA
- "[The training was] introspective and motivational."* - D.L., CBP, Newark, NJ
- "I didn't realize that EQ started with self."* - E.A., CBP, Newark, NJ
- "I always believed that [EQ] was critical to success. Thanks for sharing your knowledge and experience."* - E.L., CBP, Newark, NJ
- "It gave me more tools in dealing with others. Wonderful as usual."* - C.T., CBP, Newark, NJ
- "I feel the material was useful and can be applied at work and home. [It] can be applied to daily life."* - C.A., CBP, Newark, NJ
- "Useful – just need to practice. Excellent instructor and materials."* - C.D., Navy, Whidbey Island, WA
- "Gave guidance on how to identify instances where skills can be applied. Loved the class. Loved the instructor."* - P.A., Navy, Bangor, WA
- "These tools are going to improve our work center greatly. Not only was it very useful and informative, it was presented in a way to be easily applied. Thank You!"* - A.D., Navy, Whidbey Island, WA
- "Ways to keep emotions in check. Timely with what's going on at work. Great information. Ways to reduce stress."* - T.E., Navy, Bangor, WA
- "It's good to reflect and re-evaluate something we do regularly and make adjustments to improve."* - B.D., Navy, Whidbey Island, WA
- "Made me more aware of myself, especially in communications. Very useful course – extremely valuable, should be offered multiple times a year."* - C.O., Navy, Whidbey Island, WA
- "Connecting to emotional wellness is essential to life happiness."* - B.R., Navy, Whidbey Island, WA
- "Expanded my brain. Understand myself better. Plan to use information in my personal and professional life."* - Unsigned, CBP, Newark, NJ
- "Very excited to implement and expand knowledge of the techniques and tools. It's nice having this topic introduced to supervisors and managers. This opens doors for more discussions with subordinates and co-workers. THANK YOU."* - Y. W., Navy, Whidbey Island, WA
- "Joan is very professional and engaging. She is very knowledgeable and funny. Kept me interested."* - S.J., Navy, Whidbey Island, WA