

EQ for the Telecommunicator



November 13, 2026 | 8 a.m. - 5 p.m. | \$239

KCPD Regional Police Academy

6885 N.E. Pleasant Valley Road, Kansas City, MO 64119

Who should attend:

Telecommunicators, Telecommunication Supervisors and others who are assigned call-taker duties.

Description:

Telecommunicators are the lifeline of law enforcement agencies, facing constant stress that can lead to burnout, apathy, increased sick time, or PTSD. How can we help them manage this stress effectively? The solution is Emotional Intelligence (EQ). EQ reduces stress, improves decision-making, and boosts motivation. Research shows that individuals with high EQ are more empathetic and less prone to stress-related issues. This workshop provides telecommunicators with strategies to combat stress, reduce burnout, reignite their purpose, and enhance their emotional intelligence.

Attendees will leave this class with an actionable plan for relieving job stressors by learning:

- ◆ The 5 Pillars of Emotional Intelligence
- ◆ Understand the concept of Emotional Contagion
- ◆ Identify their individual stress point
- ◆ Understand the difference between reacting and responding
- ◆ Identifying when tap-out moments should happen
- ◆ Why having a pause button is important
- ◆ Understand the difference between fixed and growth mindset
- ◆ A personal strategy for stress reduction and increasing resiliency

REGISTER TODAY: Click Here

Register by **September 13, 2026** and receive 10% off by using Coupon Code **EARLY**

Instructor:

Thomas Dworak is a retired Sergeant from a suburban Chicago police department where he was the Field Training and Evaluation Program Coordinator and the Lead Defensive Tactics/Use of Force Instructor. As the Founder and Lead Instructor, Thom facilitates training throughout the country in Field Training, First-line Supervision, Leadership, Emotional Intelligence, and Decision-making. He holds the position of adjunct faculty at the Suburban Law Enforcement Academy at the College of Du Page providing instruction to recruits in defensive tactics and scenario-based training. Thom is a Federal Court-recognized expert witness in police practices and the use of force. Thom is a member of the International Law Enforcement Educators and Trainers Association (ILEETA) and the International Law Enforcement Training Network (ILET). He also is a member of the Small and Rural Law Enforcement Executives Association and the Naturalistic Decision-Making Association.

It is not the strongest that survive, but those who can adapt to change.

The Adaptive Way LLC. 9237 Central Avenue, Morton Grove, IL 60053
847-379-1244 | thom@theadaptiveway.com | www.theadaptiveway.com