



Police Departments, Texas

Business Need

Police Departments are looking to enhance the credentials of officers in the field and to raise law enforcement standards, knowledge, and cooperation domestically. Now that the police officers are being videotaped via dash cam, body cam, and personal phone cameras, it is more important than ever before that they avoid being hijacked by their emotions.

As such, Texas Police Departments needed a tool to help them identify the qualities that officers were strong or weak at, and develop officers' ability to tune up or tune down certain qualities depending on the situation. They also wanted to better predict and prevent overextended behaviours in the field.

Lumina Learning Solution



We each have 24 qualities that make up our persona. The Police Departments in Texas focus on four that, when overextended, could cause the officers to not be doing their best work out in the field:

1. Officers think they are **taking charge** of a situation, but under stress their behaviour comes across to others as **controlling**.
2. Officers think they are being **logical** in a stressful situation, but they can come across as **argumentative**.

3. Officers think they are **comfortable with conflict** in a stressful situation, yet they come across as **seeking conflict**.
4. Officers think they can be **strong-willed** in a stressful situation, but they come across as **using excessive force**.



Although hypervigilance keeps police officers alive on the street, they return home to a state that is the opposite of hypervigilance. Lumina Spark helps officers identify what he/she is like in all three of his/her personas – at home, at work, and when they are

overextended and stressed. This allows the officer and their Police Department leaders to see blind spots which could subsequently be causing some blind behaviours in the field.

With the ability to identify, observe, and coach around overextended behaviours, the Police Department leadership team can use the Lumina Spark framework for a range of work conversations with the officers.

Lumina Spark also helps officers better understand how they make decisions, problem solve, and build relationships. In a very quick and easy way Lumina Spark provides the officers with the science as to how they do all three by linking their IQ and their EQ together.

Results

Lumina Spark helps officers develop a range of emotionally intelligent styles that can be applied to a variety of changing circumstances. Being soft on the people, hard on the problem takes real skill. What allows you to be soft on the people are qualities like empathy, collaboration, and adaptiveness. As Lumina Spark measures these qualities, officers are aware of their emotional intelligence bright spots and blind spots, and specific qualities which they can “tune up” or “tune down” based on the situation.

Lumina Learning tools are also helping officers better predict overextended behaviours so they can better prevent those behaviours in the field.