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NON-COMPETITIVE DIVISION

Emotional Intelligence Competencies of Emergency Managers: A Modified Delphi Study

This exploratory study in emergency management (EM) and emotional intelligence (EI) focused on understanding EI core competencies related to the ideal emergency manager. The study explored EI within EM in terms of practice and training. Does heightened EI make for the ideal emergency manager? Would enhancing EM training to incorporate EI competencies benefit the EM profession? A key element of emergency management is decision-making. Decision-making under stress in emergency response has received scarce attention in EM literature in terms of how the emotional response of the operators impacts the effectiveness of their decisions. Developing and training more effective emergency managers has not focused on critical soft skills like EI. As disaster events become more frequent and complex, it is imperative to understand EI competencies and the required training to help build effective EMs because of the complexities of modern-day disasters. New enhanced training curricula to help build EI will be helpful to emergency managers as they work to save lives, protect property, and foster community resilience. The results help strengthen training processes for emergency managers and reflect on all emergency personnel by considering the mental health of our emergency

personnel. Amid chaos and tragedy, a 'steady hand' is needed, allowing and harnessing EI. This study helps articulate the competencies required for today's emergency manager.

Presentation Theme: This presentation aims to articulate the results of a research study on emotional intelligence core competencies as they relate to the ideal emergency manager. The presentation reflects research that produced findings that benefit members of the emergency management profession.

Collaborators, Advisor(s) and Department(s) that assisted with this research:

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