

We are emotionally aware – CVF competency

Emotional awareness is one of the six competencies in the competency and values framework (CVF).

3 mins read

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What being emotionally aware means

We make the effort to understand ourselves, our colleagues, and all those we serve so that we can manage our own emotions and understand the emotions of those around us.

We can manage our emotions in stressful situations, understanding the underlying reasons for our behaviour as well as understanding how other people may feel in a given situation.

Working in policing can be tough, so we seek out the appropriate support and care we need for ourselves and others so that we do not just cope but thrive at work.

Being emotionally aware also means being sensitive to the cultural and individual differences between people. We seek to understand the thoughts, feelings and concerns of those we meet and ensure that this is considered in the response we provide.

Why being emotionally aware is important

Being emotionally aware makes us all more effective at understanding others and addressing their needs as well as our own.

The way in which we conduct ourselves is just as important as what we do. Communicating and acting politely and with compassion helps to maintain public trust and promotes better policing outcomes.

We all experience the world differently and can be individually affected by it, so it is important that we consider how and why those around us may feel the way they do. Understanding this helps us to appreciate when others may not be able to fully express or articulate their own thoughts and feelings.

Understanding ourselves means that we can improve our own resilience and therefore cope more effectively during challenging and emotionally charged situations. It also allows us to recognise others who may be struggling and support them wherever we can.

Level 1 – Emotional awareness

- I communicate effectively and compassionately, tailoring my communication so I can be easily understood by others.
- I seek to understand and manage my own emotions to remain effective, even under pressure.
- I seek out support to help me perform effectively.
- I recognise that some situations might affect my ability to deal with stress and pressure.
- I adapt my style and approach by understanding the emotional needs of the people I am working with and the public.
- I seek to understand the concerns of others even when they are unable to express themselves clearly.

Level 2 – Emotional awareness

- I help other people learn from their experiences and emotional responses to support and improve their performance.
- I monitor the wellbeing of others, taking responsibility to ensure appropriate support is provided to help colleagues stay at their best, without stigma or judgement.
- I provide others with confidence by staying focused and composed in stressful situations.
- I recognise when my colleagues are affected by the demands, stresses and traumas that can exist in policing, and support them however I can.
- I role model reflecting on my own emotions to promote an open environment to discuss concerns.
- I role model effective communication, taking into account the needs of others.
- I promote a culture that values understanding difference and encourages speaking up.

Level 3 – Emotional awareness

- I recognise my own emotions and the way they might impact on others and regulate this to provide and role model consistent leadership.
- I seek to understand influences on organisational culture, and work to improve it where appropriate by role-modelling policing values.

- I champion behaviours and ways of working that promote wellbeing throughout my organisation.
- I understand how my style of leadership affects other people and use this insight to promote organisational effectiveness, inclusivity and ethical behaviour.
- I create a supportive and compassionate organisational culture that recognises and values all people.

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