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THE ROLE OF EMOTIONAL INTELLIGENCE IN THE ACTIVITIES OF LAW ENFORCEMENT OFFICERS: INFLUENCE ON COMMUNICATION AND DECISION-MAKING

Emotional intelligence (EI) is a set of abilities that allow a person to be aware of and understand his own emotions, their causes and impact on himself and others, assess emotional state and choose healthy ways of expressing it, perceive other people's emotions, empathize with them and understand their motives, build and maintain healthy relationships using empathy, communication and conflict resolution skills.

Daniel Goleman, in his book "Emotional Intelligence", claims that EI is a key factor for success in personal and professional life. People with high levels of EI tend to cope better with stress, make more informed decisions, build stronger relationships, and achieve greater success in their goals.

Emotional intelligence (EI) is the ability to use your emotions for good, not harm. In complex and stressful work conditions, such as law enforcement, the development of EI becomes a key factor for the successful performance of official duties. Law enforcement officers with a high level of EI are able to control their emotions even in stressful situations, understand other people's emotions, empathize with them and respond sensitively to them, communicate effectively with the public using

negotiation techniques and skills, make informed decisions based on logic and objectivity, not emotions.

Mayer, Caruso, and Salovey studied social and emotional competencies. They were interested in how skills affect people's lives. They include: self-control, conflict resolution, social responsibility, empathy, optimism, initiative and determination.

Turner T. C. studied specific emotional complexes that arise in the work of law enforcement agencies. These include: interaction, problem analysis, self-development, interpersonal interaction.

Emotions play a key role in all areas of our lives, be it relationships with loved ones, friends or colleagues.

Emotions, although an integral part of human nature, can sometimes cloud our thinking and logic, pushing us to take ill-considered actions that we later regret. That is why law enforcement agencies must learn to control their own and others' emotions, using this knowledge to guide their thoughts, actions and decision-making. Work in law enforcement agencies is associated with constant stress, because employees of these structures face extreme situations every day.

Developing emotional intelligence in law enforcement can lead to improved public relations as well as increased safety for both officers and civilians. An important component of the work of law enforcement officers is the ability to control one's own emotions, the so-called "emotional work". This involves the ability to maintain calmness and professionalism in stressful situations, effective communication with people who may be in emotional excitement, understanding of responding to the needs and feelings of other people, resolving conflicts peacefully.

It is difficult to overestimate the importance of emotional intelligence for the successful work of law enforcement agencies. These skills are not just useful, but absolutely necessary for effective and efficient performance of official duties.

Conclusion: Emotional intelligence is not just about being "nice" to everyone, because such behavior does not guarantee respect and cooperation from citizens. The role of emotional intelligence in law enforcement cannot be overestimated. These skills are key to successfully

accomplishing many critical tasks, fighting crime, crisis management, conflict resolution, and peace building. The implementation of emotional intelligence in the work of the police and law enforcement agencies can have a number of positive consequences, in particular: improving relations between the police and the public, strengthening cooperation, increasing interdepartmental cooperation.

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INTERNATIONAL LAW ENFORCEMENT AGENCY

Interpol is a byname of International Criminal Police Organization. ICPO aims to promote the widest-possible mutual assistance between criminal police forces and to establish and develop institutions likely to contribute to the prevention and suppression of international crime. Headquartered in Lyon, France, it is the only police organization that spans the entire globe.

This organization concentrates on three broad categories of international criminal activity: terrorism and crimes against people and