Macomb County Emergency Dispatch

presents

911 Training Classes with The Healthy Dispatcher

November 1 & 2, 2022
08:00-17:00

Join Adam for one or both of the following 8-hour training classes, both SNC approved for training hours:

Tuesday, November 1st

The Power of Resilience: How to Beat Dispatcher Burnout

Working in 9-1-1 can be challenging with vicarious trauma, long hours, and difficult callers the norm. Research shows that 9-1-1 pros who prioritize their resilience embody this approach. This presentation underscores the importance of resilience at both the professional and organizational level.

Learning Objectives:

- Understand the cause of work-related vicarious trauma
- Identify 3 specific ways you can prioritize your personal success
- Limit both your home and work stress and feel better

CLICK HERE TO REGISTER FOR POWER OF RESILIENCE

Wednesday, November 2nd

Defusing Comm Center Conflict

Difficult conversations and tense moments are the norm in 9-1-1, and negative interactions can quickly go sideways, posing challenges at both ends of the line. With tools learned in this class, improve call-taking ability and learn ways to effectively navigate interpersonal conflict within the center (which can be even more harmful than over the phone).

Learning Objectives:

- Stay focused when you’ve lost patience
- Identify and get out of negative thinking traps
- Defuse conflict, work through it, and gain common ground
- Assess your current communication effectiveness and create plan to improve

CLICK HERE TO REGISTER FOR DEFUSING CONFLICT

As a dispatcher for over 10 years, I learned the hard way that the job is much more difficult without the proper tools and perspectives. We’ve designed our classes with this in mind.

~Adam Timm, Founder/Instructor, The Healthy Dispatcher

“Awesome! Learned so much that is going to help me. I’m ‘Angry Wendy’ at work, and I really don’t want to be. This will help me thrive through the end of my career (31 years, going for 35). Thank you!”

— Wendy S., Tampa Police Dept.

Training Location
Macomb County Emergency Dispatch,
117 S. Groesbeck Hwy.
Mt. Clemens, MI 48043

Class fee: $199/person

FOR ANY QUESTIONS, CONTACT:
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