

Medina County Sheriffs Office

presents

The **Healthy Dispatcher** 

911 Training Classes

April 30 & May 1, 2019

08:00-17:00

2 interactive & engaging classes to choose from:

Tuesday, April 30

Positive Interaction with Difficult People

Difficult callers are the norm in 9-1-1, and negative interactions with these types of callers can quickly go sideways. In this 8-hour class, improve calltaking ability, and learn ways to effectively navigate interpersonal conflict within the comm center (which can be even more stressful than on the phone).

Learning Objectives:

- Stay focused when you've lost patience
- Get out of negative thinking traps
- Defuse conflict, work through it, and gain common ground
- Improve communication with supervisors, coworkers & family

Wednesday, May 1

Transformational Leadership for the Comm Center

This 8-hour class is for supervisors, lead dispatchers and front line leaders throughout the center, who want to know how to improve morale and retention. This class outlines the power of a transformational approach, the keys to successful implementation, and how to lead in challenging times.

Learning Objectives:

- Embody the habits of a successful leader
- Identify their personal leadership style
- Take actionable steps towards becoming the leader they want to be
- Use a people-oriented approach
- Create a culture of success at the dispatch center

PAST ATTENDEES ARE SAYING:

"Thank you for giving me tools to make life easier"

"Amazing! So refreshing to have a class taught by someone who was in the job and knows what they're talking about!"

"Some classes I attend are 'blah' and uninteresting...this was one of the best I've ever attended"

"Excellent class, taught speaking our language. It was exciting, fast moving and interesting. Definitely the most useful class I've been to in ages."



Event Location

Medina County Sheriffs
555 Independence Dr.
Medina, OH 44256

Class fee: \$199/person

Click to register:

(or type web address into browser)

For Positive Interaction: medinasheriffsapril30.eventbrite.com

For Transformational Leadership: medinasheriffsmay1.eventbrite.com

INSTRUCTOR

Adam Timm

is a board-certified stress management consultant, author, and full-time trainer for the 9-1-1 industry. For over a decade, he was a 9-1-1 dispatcher for the Los Angeles Police Department, where he pioneered a stress resilience program that contributed to a 45% decrease in sick time usage at his center.

Adam is a frequent keynote and breakout session speaker at NENA and APCO conferences around the country. He's written two books, including the bestselling, "Stress Is Optional! How to Kick the Habit," and the popular, "Dispatcher Stress: 50 Lessons on Beating the Burnout. Adam's third book, "0% Turnover: How the Best 9-1-1 Centers Drive Engagement, Boost Morale and Inspire High-Performance Culture," includes case studies with directors and managers from PSAPs around the country. It is scheduled for release in 2019.

