

# Delaware County Emergency Communications presents

An 8-hour Training Day with **The Healthy Dispatcher** 

May 2, 2019  
8:00-17:00

Join Adam Timm of The Healthy Dispatcher for this energetic, insightful, 8-hour training class filled with proven action steps and powerful perspectives to help you thrive in your 9-1-1 career.

## The Power of Resilience: How to Thrive in 9-1-1

### Class Description:

Working in 9-1-1 can be challenging, with vicarious trauma, long hours, and difficult callers the norm. It takes a personal leadership approach to thrive in this profession. Research shows that 9-1-1 pros who prioritize their resilience embody this approach. They are happier on the job, feel more confident in their role, and make a bigger impact through their work. This presentation offers stories from the best comm centers around the country, and underscores the importance of resilience at both the personal and organizational level.

### Learning Objectives:

- Understand the underlying cause of work-related vicarious trauma
- Identify three specific ways you can prioritize your personal success
- Learn how limit both your work stress and home stress and feel better
- Bring these tools and perspectives into your work day

### 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."

### Training Location:



**Merrick Hall,  
Ohio Wesleyan University**

parking:  
Selby Stadium  
45 S. Henry Street  
Delaware, Ohio 43015

**FOR MORE INFO  
AND TO REGISTER,  
Click Below: (or type address in browser)**

**Discounted  
class fee:  
\$100/person**

<https://emergencycomms.co.delaware.oh.us/class-sign-up/>

## 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, "O% 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.

