Complacency, Cannibalism & Critical Thinking - Avoiding Toxicity

Class Description:
This new class will blow your headset off! We want to affirm the great work of your hard-working 9-1-1 staff member, inspire the “average” staffer and bring the “oh no, that’s me” realization to the type A tiger that is slowly killing workplace morale within your team. This class will cover: Dispatch Complacency, Cannibalism and Avoiding the Toxic Workplace and offer new tools on how to be a “critical thinker”.

Our instructors will put the emphasis on self-evaluation and reflection of your attitude, behavior and performance. The goal is to provide new ideas, skills and tools to use within the 9-1-1 profession and how those tools will make you better under both routine and emergent events or calls. Each student will be provided with 10 Proficiency Tools to improve their ability to gain or remain positive under pressure and resolve conflict within your Communications Center. We offer ideas that allow individuals and work groups a way to self-assess operational and interaction issues within any emergency communications environment. We don’t want to focus on the negative alone, we want to effectively remind your 9-1-1 professionals to make conscious decisions and use critical thinking to see how their attitude and performance affect the calls for service, how they are perceived and how they can turn the negativity around. We show the down side to complacency and how it affects the relationships we have within the 9-1-1 center, risk to our field responders and potential public relations failures within the communities we serve.

Each student will see demonstrations of the critical link between decision making and risk and the failures caused by complacency. We want to help you and your staff realize what workplace negativity does to you both personally and professionally. We offer real world solutions and proven ways to turn around negativity and complacency. It's almost impossible to explain everything that students will experience in this class.

Here are a few topics we will cover in this class:
Decision making
Thought process
Empowerment
Personal accountability
The vital role of a Mission Statement and Core Values
Individual and agency duty
Ethical standards
Compassion fatigue
How you can be an official or unofficial role model in the workplace
We will also facilitate a great discussion of what professionalism and pride are and how each individual has the “Power of One”. This class is currently the #1 class at PSTC with overwhelmingly positive results and reviews. Send us your new or tenured employee, your problems “lying in wait” or any staffer that is ready for a great class to remind them how essential their attitude is to team action, performance, quality and their off duty lives.

Class length: 8 hours

Certification: This is a POST Plan IV class. We can get it certified in your state, just call us at 800-348-8911 x102 or email Kevin. kevin@pstc911.com

Evaluations:
It's been a busy time for us since we are in the midst of a cutover to a new CAD system, but I wanted to take a few minutes to thank you for sending us John Korman. What an excellent instructor!

Every single one of our telecommunicators attended his class and I have heard nothing but positive comments. Each and every one of them, including myself, truly enjoyed the class. I could not have asked for a better class agenda or a better instructor. The class content was perfectly suited to our needs, and morale here has definitely improved. Negativity has been reduced tremendously. I have already received requests to have him return for more classes in the future. I am extremely satisfied with PSTC and would highly recommend you to any agency searching for training or simply to boost morale. Thank you for responding to our needs. Debbie, Bridgeport CT

This was an amazing course and the instructor was fantastic. He took real issues and explained them in down-to-earth ways. Excellent job of keeping things balanced and entertaining. Megan, Morton PD (03/2011) It was fantastic! Very lively and fast paced. Rose, Fulton County

I would like to thank you for an outstanding class. Your presentation was moving for me. I learned so much about myself, which I don’t take a lot of time to do. Us dispatchers are one of a kind! At times we look past who we are or what we truly do for others and you made it very clear. Looking forward to more classes by PSTC -- Jeannette, Sierra Madre, California

If given the opportunity, take this class! It makes you want to be proactive and spread the good working relationship attitude to your co-workers. -- Mindy, Warren County 9-1-1

This is a class every dispatcher should be required to attend. New hires should attend this class as a requirement of employment (Directors and supervisors also). Class was great! -- Marty, Lawrence County 9-1-1

Great class! One of the best in my 23 years. Instructors were awesome -- Cathey, Bedford County 9-1-1

his was a very interesting class. It was very good and made me think alot and I believe it will help a lot of people.
Great class; the best I have attended in a while. Very interesting and informative -- Lisa, Bedford County 9-1-1

The instructors were great and kept us entertained. They acted like our friend and taught us through experience from themselves instead of just telling us this and that -- Dustin, Bedford County 9-1-1

This class has impacted me as a person. I felt like I lost hope with my job and this class has shown me that not only am I not alone but gave me material to use. Dispatchers can make a difference - a positive or negative one. It's up to me to decide -- Stephanie, Cape Girardeau 9-1-1 (MO)

I would recommend this class to anyone. This class has opened my eyes in a lot of aspects -- Courtney, Cape Girardeau 9-1-1 (MO)

Great class. All dispatchers should be required to take it. Hands down the best instructors of any training class I have ever taken. Kept class fun and interesting -- Lindsay, Murfreesboro PD (TN)

Take it tomorrow! The best training course for dispatchers I have ever taken! -- Sheila, Riverside SO (CA)

Great class! -- Eileen M Awesome class -- Wendy R, Morro Bay PD (CA) T

his was by far the best training I have been too in 23 yrs of public service. If your dept can bring this class in send EVERYONE in your Comm. Center. Thank you PSTC for all you do for the Dispatch Professionals across this country.............

Another awesome class! Not even a snow storm could stop me from attending! -- Cody L