

“Defeating Dispatch Center Drama to Ensure Peak Performance”

We all know that drama and bullying can have effects on your mood or attitude. Unfortunately, that can show up in your performance. If a 9-1-1 professional is distracted by a negative culture or a drama filled environment, it can be a risk to responders or your community. It also has an effect on employee satisfaction, engagement, performance and staff retention.

This 1-day course will focus on how to turn around workplace drama, bullying and negativity. Once we have lessened or eliminated those distractions, we will demonstrate to students that they can lose the shadow that is cast by negativity and replace it with peak performance.

Topics included in this class are:

- Tools for defeating drama, bullying and negativity
- What is a “workplace infection” and do you work in one?
- Changing a negative culture and staying positive
- The many benefits of positive change for you
- Peak performance improves workplace satisfaction and creates a climate for improved productivity and safety

NDB (Negativity, Drama and Bullying) all have their own traits and we cover them all. Workplace drama also has many victims including trainees, trainers, and long time staff members. We will facilitate great examples on the benefits of creating a better work environment and the benefits to each student on how not to feed the negativity beast.

The class focuses on useful ideas on how to stay on the path of change both personally and professionally. We illustrate how to recognize and fight any negativity that you are tempted to bring into the workplace. Throughout the class we remind students to be mindful of their behavior and how it can infect a work group or the entire dispatch center.

The class is fun, informative. We will help to transform the bully or drama king/queen while empowering potential victims within your workplace. It also gives tools for leads, supervisors and managers on how to quell the drama and encourage and maintain peak performance. Don't miss this great class!

Class length: 8 Hours

Class audience: Any public safety dispatch professional. Call taker, Dispatcher, Lead, Supervisor, Trainer or Manager.

To host this class, call 650-591-7911 or e-mail Kevin@pstc911.com

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