



Building Mentally Tough, High Morale 911 Teams™

DATE & LOCATION:

Hosting Opportunities are available to PSAPs in and beyond the U.S.

Visit our website to view current dates & locations.

All classes offered both on-site and virtual.

CLASS FEE:

\$259.00 per person
(on-site)

\$239.00 per person
(virtual)

TO REGISTER:

E-mail:
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On-line:
www.911training.net

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231-622-1600

In the past several years, ECC teams have experienced an unprecedented maelstrom of stressors that must be strategically addressed to secure comm center performance and quality of shared work life: understaffing, excessive overtime, veteran/new-hire struggles, cultural & community unrest, the list goes on.

While there are no cookie-cutter solutions to resolve this complex tangle of 911 stressors, there *are* steps that every member of every ECC can take to face these challenges and reclaim a high quality of worklife together.

Class participants will be equipped with the insights, mindset, and concrete guidance needed to:

- Build individual **mental toughness**
- Take **Individual Ownership of Responsibility** as an ECC Team Member
- Support sustained improvement of **group morale**
- Identify **communication styles** and negotiate differences with co-workers
- Embrace an **ECC Code of Care and Conduct**
- *Bring out the best in themselves for everyone's sake!*

ECC personnel in all roles will benefit from participating in this highly interactive continuing education experience.

