



IT'S TIME to Join Jim Marshall for...

Sustaining Excellence as a Peer Supporter™

Praise for 911TI's Peer Support classes:

"Loved all the training & support to move our center into a better direction for peer support."

"This was one of the best and most useful trainings I have attended in my 23 years in this profession."

"Great class and really felt I learned many great ways to support coworkers and family who are struggling. Thanks!"

"Good info. Really opened my eyes in dealing with crises in our center."

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:

\$229.00 per person (on-site)

\$209.00 per person (virtual)

TO REGISTER:

E-mail:
info@911training.net

Phone:
231-622-1600

No one 'gets' the life of the 9-1-1 Pro like a 9-1-1 Pro. That's why we're helping PSAPs build and sustain peer support teams especially for our Very First Responders. Once you've had your basic training as a peer supporter (PS), how do you continue to grow in protecting your personal well-being in your PS role, and mature in your ability to come along side your peers? That's what *Sustaining Excellence as a Peer Supporter* is all about!

Sustaining Excellence provides specialized continuing education designed specifically to help 9-1-1 Peer Supporters drill down on the three core elements of doing peer support— excelling in the face of a variety of complex challenges, managing your personal resilience and self-care, *and* keeping your peer support program running and vibrant.

In *Sustaining Excellence* you will...

- Connect powerfully with your 9-1-1 colleagues, network, and gain mutual encouragement to reboot and refresh in your PS role
- Join Jim Marshall in discussions designed to reinforce and fortify your grasp of key peer support principles and practices
- Boost your peer support insight, wisdom, and skills through clinically guided group discussion of your toughest PS cases
- Hone your personal strengths as a PS, and gain support to recognize and improve in your needed growth areas
- Evaluate the successes and "needs improvement" areas in your agency's peer support program
- Explore how doing peer support has impacted you personally and fortify your resilience and self-care to protect your well-being

Jim will help you achieve these objectives through a highly interactive, personalized experience. This is not a traditional PowerPoint-driven class. Be prepared to get real and have fun!

About the Course Instructor

Jim Marshall, M.A., L.L.P., is the Director of the 911 Training Institute and a leading voice in the 9-1-1 industry for dispatcher wellness. He has been a licensed mental health professional for over 30 years. Jim is co-editor of *The Resilient 9-1-1 Professional: A Comprehensive Guide to Surviving & Thriving Together in the 9-1-1 Center*. His courses, presentations, pilot projects, and published works equip 9-1-1 telecommunicators and their PSAP leaders to achieve optimal health and performance as people and organizations in the evolving 9-1-1 center. 911TI specializes in Peer Support training and helping PSAPs build Peer Support programs designed specifically for 9-1-1 Professionals.

