



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

...set a New 911 Standard of Care at your PSAP and get equipped to practice **Emergency Mental Health Dispatching+LifeBridges!™**



*"This was one class that not only did I enjoy attending, but I will use the information & skills acquired [in this class] daily."*

### DATES:

These are LIVE, VIRTUAL trainings. A link to class will be sent after registration.

#### Option 1:

March 7, 8, & 9

3 consecutive days of class  
10am-7pm ET each day

#### Option 2:

Apr. 26, May 3 & 10

This is a 3-day class with 1 day of training per week  
9am-6pm ET each day

#### Option 3:

July 17, 18, & 19

3 consecutive days of class  
10am-7pm ET each day

#### Option 4:

Aug. 14, 21 & 28

This is a 3-day class with 1 day of training per week  
9am-6pm ET each day

### *Our 911 Centers face two huge questions today...*

- Are there specific strategies our 911Pros can learn to help de-escalate callers with Serious Mental Illness, boost their cooperation, and protect all those on scene?
- How can 9-1-1 do its best to help prevent suicides and suicide-by-cop?

EMHD+LifeBridges is a 3-day course is designed especially for 911 by a mental health professional. EMHD+LB empowers telecommunicators with the knowledge and tools they need for optimal response to callers with mental illness. EMHD+LB:

- Is a new Science-Driven Best Practice that empowers 9-1-1Pros with the knowledge and tools they need for optimal response to callers with mental illness and suicide risk
- Boosts dispatcher ability and confidence in managing these high-risk calls
- Incorporates resilience training to optimize the 9-1-1Pro's real-time response during high-stress calls
- Avoids "cookie cutter" solutions and allows dispatchers to think creatively using their own unique style with each unique call guided by good science.

### *911 Pros will...*

- Gain insights into what drives the behavior of callers with mental illness
- Adopt the "EMHD MindSet"
- Learn the "EMHD SkillSet"
- Gain strategies to de-escalate the caller's Mental States fueling worse outcomes
- Learn to use the LifeBridges Guiding Flex-Protocol—A science-based tool that equips you to optimize assessment, intervention, and share key data with mental health professionals

### CLASS FEE:

\$495.00 per person

### TO REGISTER:

E-mail: [info@911training.net](mailto:info@911training.net); On-line: [www.911training.net](http://www.911training.net)  
Phone: 231-622-1600

### About the Instructor

Jim Marshall, M.A., L.L.P., is the CEO and Founder 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*. Jim's 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.

