



**IT'S TIME to Join Jim Marshall...**  
**...and get equipped to manage 9-1-1 calls involving mental illness and suicide with**

## Foundations of Emergency Mental Health Dispatching™



Throughout the U.S., our 9-1-1 Professionals and field responders are under enormous scrutiny in their management of calls involving folks with mental illness. Our highly acclaimed EMHD model – which is specific to 9-1-1 - is the only one in the nation custom-designed from the ground up by a mental health professional exclusively to empower 9-1-1 professionals for optimal management of these crisis calls.

Certification as an Emergency Mental Health Dispatcher requires successful completion of an intensive three-day training. Yet, Jim Marshall has created this one-day *Foundations of EMHD* course to equip 9-1-1 Pros with the core EMHD knowledge they need to immediately boost their confidence and performance with at-risk callers. *EMHD...*

### 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@g11training.net](mailto:info@g11training.net)

On-line:  
[www.g11training.net](http://www.g11training.net)

Phone:  
 231-622-1600

- 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
- 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.

### *9-1-1Pros participating in this day of training will...*

- Discover the "EMHD MindSet": a set of key insights about callers-at-risk that fosters strong alliances, better cooperation, and less risk of violence on scene
- Practice the "EMHD SkillSet" to regulate psycho-physiological distress, rally best thinking, help the caller, AND protect dispatcher resilience
- Gain strategies to de-escalate the caller's Mental States that can fuel worse outcomes
- Get prepared to boost confidence and decrease anxiety relating to high-risk callers

### *EMHD has gained initial empirical Support!*

An initial research study of EMHD has yielded very promising results. While further study is needed to verify these findings, those 9-1-1Pros who participated in the three-day version of EMHD and the LifeBridges FlexProtocol™ reported remarkably positive changes in their experience:

- Significantly more confidence and less anxiety managing calls involving suicide risk and general mental health crises.
- Significantly greater sense of effectiveness in connecting with at-risk callers, assessing their risk, and intervening to reduce risk.

(Source: Marshall J, Ashwood D, Fox A, Soukup J. Measuring the impact of training on emergency dispatcher management of general mental crisis calls and suicide calls. *Ann Emerg Dispatch & Response*. 202;8(1):16-19.)

### About the 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*. 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.

