



# OAKLAND POLICE ACADEMY DISPATCH TRAINING Combined Regional Emergency Services Training Oakland Community College

2900 Featherstone Road • Auburn Hills, MI 48326-2845 • [www.oaklandcc.edu/police](http://www.oaklandcc.edu/police)



OAKLAND  
POLICE  
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JUSTICE THROUGH KNOWLEDGE

## SURVIVE AND THRIVE IN THE EMOTIONAL TERRAIN OF THE 911 CENTER™

**INSTRUCTOR: James W. Marshall III, M.A., L.L.P.** James Marshall is a Masters-level psychologist and director of MasterCare Institute in Petoskey, Michigan. He provides therapy and training on the impact of trauma and stress on relationships at home and in the workplace. This training has benefited hundreds of dispatchers in several states.

**COURSE DESCRIPTION:** Moving beyond the important essentials of basic stress management, "Survive & Thrive" helps dispatchers learn about how their emotions, thought processes, and personal needs help shape their minute-to-minute dispatch experiences and the **group dynamics of the 911 staff**. This lively and highly interactive one-day course inspires participants and equips them with the tools necessary to:

- Promote healthy relationships and group dynamics in the 911 center
- Stay emotionally well grounded
- Achieve personal peak performance
- Identify the 6 most distressing experiences for dispatchers
- Learn to "Balance Empathy with Detachment" in managing crisis calls
- Learn how to overcome & prevent "Compassion Fatigue"
- Identify and help diffuse 3 "High Voltage" 911 Staff Conflict Cycles

**COURSE NAME:** Survive and Thrive in the Emotional Terrain of the 911 Center™

**COURSE CODE:** PBSV-5512

**DATES:** October 27, 2009

**TIME:** 8:00 am - 4:30 pm

**COST:** \$190.00

**LOCATION:** Oakland Police Academy  
Oakland Community College  
2900 Featherstone Road  
Auburn Hills, MI 48326-2845  
Phone: 248.232.4220  
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**QUESTIONS:** [911training@oaklandcc.edu](mailto:911training@oaklandcc.edu)

**ETSC-911 Fund Certified**

**CANCELLATION POLICY:** Class reservations may be cancelled up to 7 calendar days prior to the first day of class with a 100% refund, less than 7 days, but prior to the first day of class with a 50% refund, on the first day of class with a 0% refund. All "no shows" will be charged full price. Please include the registered person's name, course name and date, your signature and date.



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# TRAINING NOTICE