SURVIVE AND THRIVE
INTRODUCTORY STRESS RESILIENCE TRAINING

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. He is the co-editor of The Resilient 9-1-1 Professional: a Comprehensive Guide to Surviving and Thriving Together in the 9-1-1 Center.

COURSE DESCRIPTION: In this unique 8-hour course, a mental health professional specializing in 9-1-1 stress moves way beyond “cookie cutter” advice. Jim Marshall will empower you to manager stressors you face in and beyond the PSAP. This isn’t a class to make you perform better (though you probably will!). It’s an experience you’ll help shape to make your LIFE the best it can be one day at a time.

LEARNING OBJECTIVES: Boost your personal resilience so that you can protect your quality of life at work and home by joining Jim to gain:

• Cutting edge knowledge about stress
• Personal Resilience skills and tools you can build into daily life to prevent and manage those negative impacts
• Strategies to pull out of toxic stress cycles fueling ugly peer conflicts and boost the morale of your staff and 9-1-1 center
• “In-the-moment” strategies to manage personal distress during 911 calls ranging from the most annoying and frustrating to those involving traumatic, life-threatening violence
• A fresh and more encouraging vision of your profession and a Personal Game Plan to go the distance at work and Survive & Thrive!

COURSE NAME: Survive and Thrive! Introductory Stress Resilience Training!
DATES: November 17, 2020
TIME: 8:00 am – 5:00 pm
COST: $229.00 (SNC approved #MCI201510C)
LOCATION: Oakland Community College
Auburn Hills Campus - J-Building
2900 Featherstone Road
Auburn Hills, MI 48326-2845
REGISTRATION: Phone: 248.232.4220
Fax: 248.232.4225
QUESTIONS: 911training@oaklandcc.edu

- This Course is SNC Approved –
(#MCI201510C)

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. Students are responsible for amounts not covered by third party sponsors or departments unwilling to satisfy the invoice.