



OAKLAND POLICE ACADEMY DISPATCH TRAINING

Combined Regional Emergency Services Training
Oakland Community College

2900 Featherstone Road • Auburn Hills, MI 48326-2845 • oaklandcc.edu/crest



OAKLAND
DISPATCH
ACADEMY
SERVICE THROUGH EDUCATION

THE EMOTIONALLY INTELLIGENT COMM CENTER THE HEALTHY DISPATCHER

INSTRUCTOR: Adam Timm is a culture change consultant and training instructor for 9-1-1. Adam spent over a decade as a 9-1-1 operator for the Los Angeles Police Department, where he pioneered a stress resilience program that contributed to a 45% decrease in sick time usage. After leaving LAPD, Adam started his training company "The Healthy Dispatcher", to bring tools for resilience to this challenging profession.

He is a board-certified stress management consultant and the author of two books, including the #1 bestseller, *"Stress Is Optional! How to Kick the Habit"*, and the popular, *"Dispatcher Stress: 50 Lessons on Beating the Burnout."* Adam's articles and blog posts on Dispatcher Wellness and Effective PSAP Leadership have been read by tens of thousands.

COURSE DESCRIPTION: Working in a 9-1-1 center is an emotional experience. Callers are angry, coworkers are annoyed, and supervisors are frustrated. Some centers stick to the "check your emotions at the door" approach to these ever-present feelings. How's that working? Not well, in most cases. Without the ability recognize and manage emotions in ourselves and others, this job can easily run us into the ground. This fast-paced, interactive session will give you a glimpse into the power of emotional intelligence and how it can make your life easier, today, both at work and at home.

LEARNING OBJECTIVES:

Participants will learn:

- ◆ Why emotional intelligence-is-so-important-at-the-comm-center
- ◆ How to use it to improve their leadership ability, no matter where in the organization they work
- ◆ Tools for communicating more effectively during heated exchanges
- ◆ The simple change they can make to improve center morale

DATE: November 3, 2022

TIME: 8:30 am - 5:00 pm

COST: \$229.00 (SNC Approval# HDI2020-901)

LOCATION: Oakland Community College
Auburn Hills
2900 Featherstone Road
Auburn Hills, MI 48326-2845

REGISTRATION: Phone: **New** 248.232.4227
policetraining@oaklandcc.edu

QUESTIONS: 911training@oaklandcc.edu

- This Course is SNC Approved

(SNC Approval# HDI 2020-901)

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.



OAKLAND COMMUNITY COLLEGE®

TRAINING NOTICE