



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

MANAGING 911 STRESS

INSTRUCTORS: Tracy Ertl - 28-year veteran with Brown County Public Safety Communications (Green Bay Wisconsin), retired. Tracy has served thousands of public safety students as a devoted APCO Adjunct Instructor, presenting nationally and internationally. She is also Owner and Publisher at TitleTown Publishing, a mainstream publishing house specializing in survival and police titles.

COURSE DESCRIPTION: This class will cover the causes, signs and symptoms of stress, its effects on our physical and mental well-being, and give you some realistic alternatives towards managing that stress. We'll also discuss how dispatch Peer Counselors may be a valuable asset to your Dispatch Center, and make you aware of Critical Incident Stress Debriefings and Defusings that help take the mental pressure off your team if they've worked that Officer Down, Line of Duty Death or other Critical Incident. **Module II approved.**

TOPICS COVERED:

- Physical signs of stress
- Emotional signs of stress
- Psychological signs of stress
- Operational effectiveness factors and stress
- Diseases attributed to stress
- Stress and the dispatcher
- Critical incident stress
- Our dispatch stressors
- Our stressful work environment
- How we handle stressful critical events
- What do we need?
- Larger issues from stress
- Coping techniques
- Coping mechanisms
- The supervisor's role
- Assistance programs
- Critical incident stress debriefing

DATE: May 26, 2023

TIME: 8:00 am - 4:30 pm

COST: \$200.00 (911 SNC Module II Approval #OCC200910A)

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

REGISTRATION: policetraining@oaklandcc.edu or
New 248.232.4227

QUESTIONS: 911training@oaklandcc.edu

– This Course is SNC Approved – Module II –

SERVICE THROUGH EDUCATION

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.



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