

Surviving your life as an emergency call taker



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Key Objectives

- Reduce on the job stress right when it happens
- Create better responses to wireless callers and issues
- Improve individual self-esteem and image of responders
- Build more effective internal and external relationships
- Improve focus and mission
- Have attendees share ideas and solutions
- Have fun!

Suggested Agenda

Building Relationships

- Which relationships are the most important to us?
- Family issues: What your loved ones need to know about your job
- The connection between dispatchers and the dispatched
- Do our judgments make us ineffective?
- The school house exercise: Dropping your judgments
- Men are from Mars and Women are not impressed: Gender issues
- How to get along with crazy people: Lowering your expectations
- Being the link: Understanding and embracing your mission
- Belief systems create your experience

I'm so Stressed My Stress Has Stress: Beyond preventative measures

- Are you living with stress or living a stressed life?
- How much control do we really have over our reactions?
- Long hours with no calls: Staying sane
- Hang-ups about hang-ups
- Hey! I need a break and a sandwich
- Waiting for bad news: Why you need more than positive thinking
- Dealing with the mother Hen syndrome
- High call volume: Doing your best
- Suicide calls: The facts
- Terrorist attacks: Being realistic and safe
- Things we can do in the middle of a stressful situation: Techniques
- Regretting what you could have done differently: The effects
- Don't second guess yourself when its over: You did all you could do
- Is it your job to put the police in harms way?
- I did the best job I could regardless of the results: Decompressing
- A realistic look at dispatching errors
- What the grief counselors didn't tell you: Living with death

Wireless Callers: High-Tech stress

- How to get directions from people who don't know where they are?
- 20 calls for the same fire: OK already!
- I can't locate the caller!
- "People are accidentally speed dialing me into insanity"!!!

Taking Care Of The Person You Have The Most Control Over : You

- Is your job stress affecting your home life?
- Making sure you don't transfer your stress to your loved ones
- Three ways to make sure you don't turn stress into depression
- Self-esteem: How you feel about yourself effects others
- The importance of what you do: Your impact on the world

"We are what we repeatedly do"

Aristotle