



# Complacency Cannibalism & Critical Thinking



## December 3, 2019

## Northampton, Massachusetts

This new class will blow your headset off! We want to affirm the great work of your hard-working 9-1-1 staff member, inspire the "average" staffer and bring the "oh no, that's me" realization to the type A tiger that is slowly killing workplace morale within your team. This class will cover; Dispatch Complacency, Cannibalism and Avoiding the Toxic Workplace and offer new tools on how to be a "critical thinker". Our instructors will put the emphasis on self-evaluation and reflection of your attitude, behavior and performance. The goal is to provide new ideas, skills and tools to use within the 9-1-1 profession and how those tools will make you better under both routine and emergent events or calls.

Each student will be provided with 10 Proficiency Tools to improve their ability to gain or remain positive under pressure and resolve conflict within your Communications Center.

We offer ideas that allow individuals and work groups a way to self assess operational and interaction issues within any emergency communications environment. We don't want to focus on the negative alone, we want to effectively remind your 9-1-1 professionals to make conscious decisions and use critical thinking to see how their attitude and performance affect the calls for service, how they are perceived and how they can turn the negativity around. We show the down side to complacency and how it affects the relationships we have within the 9-1-1 center, risk to our field responders and potential public relations failures within the communities we serve. Each student will see demonstrations of the critical link between decision making and risk and the failures caused by complacency.

We want to help you and your staff realize what workplace negativity does to you both personally and professionally. We offer real world solutions and proven ways to turn around negativity and complacency.

It's almost impossible to explain everything that students will experience in this class. Here are a few topics we will cover in this class; decision making, thought process, empowerment, personal accountability, the vital role of a Mission Statement and Core Values, individual and agency duty. Ethical standards, compassion fatigue and how you can be an official or unofficial role model in the workplace. We will also facilitate a great discussion of what professionalism and pride are and how each individual has the "Power of One". This class is currently the #1 class at PSTC with overwhelmingly positive results and reviews.

Send us your new or tenured employee, your problems "lying in wait" or any staffer that is ready for a great class to remind them how essential their attitude is to team action, performance, quality and their off duty lives.

## Instructor Info:

**PSTC Instructors are all  
emergency communications  
experts that are both dispatchers  
and passionate Instructors. All  
PSTC Instructors consistently  
receive outstanding evaluations.**

**Call now for reservations**

**- 800-348-8911**

## Class Details

**Date: December 3, 2019**

**Hours: 0830 - 1630**

**Tuition: \$209**

**Hosted by:**

**Northampton**

**Public Safety**

**For reservations call**

**PSTC at 800-348-8911**

**or register online at**

**[www.pstc911.com](http://www.pstc911.com)**

## 9-1-1 CARES

**We invite you to visit  
our sister site at  
[www.911cares.com](http://www.911cares.com) for  
online shopping for 9-1-1  
gifts, gears and goodies!**

**Public Safety Training Consultants PO Box 5508 Redwood City, CA 94063 PHONE: 650-591-7911 FAX: 650-591-8911**

**ALL PSTC CLASSES COUNT TOWARDS YOUR IAED IN-SERVICE TRAINING REQUIREMENTS! See [www.pstc911.com](http://www.pstc911.com) for details.**