



You Just Never Know!

(CA POST Course title is Dispatcher Mental Preparedness)



December 4, 2019

Northampton, Massachusetts

You just never know what is waiting at the other end of that next incoming phone call or radio transmission. What is your demeanor as the call comes in? Are you mentally prepared to really listen to the next caller or are you about to make a snap judgment or poor decision due to being "burnt out" or under prepared for the call. The amazing PSTC instructional team has built a brand new class that prepares you for that next crazy, challenging, unbelievable or seemingly mundane call for service. Skill building is our goal, increased performance is the outcome.

Topics in this great new class include:

- How to coordinate what you hear with the next great question
- Avoiding the bad skill of robotic call taking, how to gather valuable information
- The nexus between 9-1-1, community safety, responder safety and professionalism
- Event critiques showing successes, failures and how to "up your game" every day
- The art of ongoing, repetitive training and setting performance based memory markers
- Providing great caller and responder service even if you dislike the words customer service
- How to raise your quality assurance review scores by 5-15 points
- How to remain great when you don't really have the desire to be
- A dose of the "fire within" and pride of work product
- Time saving techniques and tricks of the trade that you may not know

Our goal is to reinforce the actions and skills of the great staffer while effectively reminding your less-than effective staffer why they matter in the public safety picture. If we can somehow rescue the lazy, negative, complaint ridden member of your team with an infusion of proven skills, we've done our job.

These and many more topics are covered in this fast paced, information packed, timely class.

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 4, 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

9-1-1 CARES

We invite you to visit our sister site at
www.911cares.com
for online shopping for 9-1-1 gifts, gears and goodies!

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ALL PSTC CLASSES COUNT TOWARDS YOUR IAED IN-SERVICE TRAINING REQUIREMENTS! See www.pstc911.com for details.