



In conjunction with Westborough Fire, Public Safety Communications
Presents

Mass State 9-1-1 Approved

9-1-1 Telecommunicator Training

Instructor: Tracy Eldridge

November 17, 2021

Renovation time, rebuilding your 9-1-1 foundation! (8-hours)

This session will bring our public safety professionals back to the early days of their careers. In doing so, we will reset their mental and emotional mindset, with an emphasis on the awesome responsibility they have when they walk through the door. In addition, we will discuss the recipe for a lawsuit and how to avoid one, back to basics review with examples and case studies and the importance of moving forward to deter complacency from setting in.

November 18, 2021

If they are the problem, why do I have to change? (4-hours)

Students will learn how to identify not only their personalities but the personalities of their co-workers.

Also, they will know the needs/wants, motivating/demotivating behaviors for each personality type. They will also learn the importance of being a leader regardless of their role in the 9-1-1 center. Finally, they will learn how to change their behavior, which is causing them difficulties with certain people. In turn, they will be able to build better relationships.

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Saving Lives on Both Sides of the Call (4-hours)

Post-traumatic stress can affect everyone in the public safety circle, including telecommunicators, in some form or another. By looking at where post-traumatic stress starts and where it has the potential to end, we can raise awareness and save lives on the first responder side of the call. Your instructor will take you on her journey from the depths of darkness to a place of peace. This presentation will also look at a P.T.S.D timeline that includes the events leading up to P.T.S.D, warning signs, diagnosis, ways to get help, and, most importantly, how to have it, but not let it have you!

Cost: \$200 pp/ per day

Class times: 8am-4pm

Class Location: 42 Milk Street, Westborough MA 01581

Register here: www.onscenefirst.com/training/westborough

Saving lives on both sides of the call!