



ON SCENE FIRST



METACOMET EMERGENCY COMMUNICATIONS CENTER

Presents

Mass State 9-1-1 Approved **9-1-1 Telecommunicator Training** **Instructor: Tracy Eldridge, ENP**

February 1, 2022

or

February 2, 2022

Renovation time: Rebuilding your 9-1-1 foundation! (8 am – 12 pm)

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.

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If they are the problem, why do I have to change? (1 pm – 5 pm)

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.

Cost: \$200 pp/per day

Class Time: 8 am - 5 pm

Class Location:

14 Sharon Ave. Floor 2
Norfolk, MA 02056

Site Contact: Nicole Connors at nconnors@meccdispatch.org

On Scene First Contact: Tracy Eldridge, ENP at teldridge@onscenefirst.com

Register Here: <https://www.onscenefirst.com/training/metacomet>