

Headsets911—Agency Host Packet

Headsets911

Stress and the Dispatcher Seminar



EVERYTHING YOU NEED TO KNOW ABOUT HOSTING A “STRESS AND THE DISPATCHER SEMINAR!”

- **HOW TO PREPARE THE FACILITY.**
- **OUR SEMINAR POLICY.**
- **WHAT TO EXPECT THE DAY OF THE SEMINAR.**
- **AND MORE!**

To Order Call: 954-270-8201

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To: Our Valuable Clients

From: Susan Lazore, Seminar Coordinator

Ref: Hosting a Stress and the Dispatcher Seminar

Thank you for your interest in hosting a “Stress and the Dispatcher Seminar” I am sure you will find our training to be very beneficial in helping your dispatchers cope with the stresses of 9-1-1 dispatching. Mr. McAtamney is a very knowledgeable and entertaining instructor, we are certain your people will really enjoy his presentation.

Please review our host packet and if you decide to have us present our training download the order form from our site www.headsets911.com.

When you have a firm date in mind, give us a call or email and we will send you our Training Agreement for you to review and sign. When the agreement is returned to our office we will then schedule your seminar. You may then keep this Host Packet to help you prepare for our arrival.

We are looking forward to serving you.

Again, thank you for your interest in Headsets911.

Susan Lazore

Seminar Coordinator
Susan@headsets911.com

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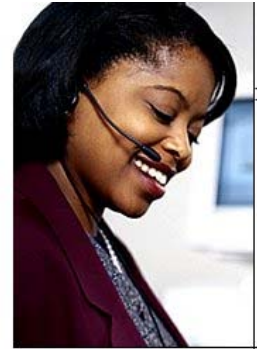
Ordering a Seminar and Instructor Introduction

Ordering is Simple

Headsets911 has made ordering a seminar as easy as a phone call or email to our office. Either way we will contact you immediately to ascertain your training needs.

Simply the Most Cost Effect Solution for Your Training Needs.

While there are other dispatcher seminar companies to choose from, we feel ours to be the most cost-effective solution. We keep our overhead to a minimum in order to provide our seminar at an industry low \$65 per person. Yet we haven't skimped on content. We will match our expertise and content against any competitor and are sure we will match and surpass their offerings.



About our Instructor.



T.P. McAtamney has the experience and knowledge of the subject material to not only train your dispatchers, but as one who "has been there and done that", he strikes a cord in every dispatcher he instructs. Dispatchers who have attended our training have told us that "he talks to us as a fellow dispatcher would, with empathy and real knowledge of what we deal with!"

Mr. McAtamney retired from 911 dispatching after 11 years of Police and Fire dispatching. He has worked as a pastor counselor and is a trained Crisis Line volunteer. Additionally, Mr. McAtamney is also a 13-year veteran of the U.S. Army with extensive platform-instruction and mid-manager level experience. He has trained men and women for combat, as well as counseled and coached men and women on topics ranging from marriage counseling to drug and alcohol addiction. In fact he is the founder of the website, "Hubbynet.com" which is the web's only husband/marriage counseling specific website. In a nutshell, "He knows what he is talking about when it comes to stress and he can help your dispatchers learn to cope with it!"

Our Training Philosophy and Classroom Layout

Our seminar takes a "hands-on" participative approach to learning. Nobody likes a lecture, and we don't give lectures. We expect your dispatchers to participate, contributing their experience and knowledge so that in a mentored peer atmosphere effective solutions can be found to the stressors they experience on the job. Of course our instruction comes complete with slides, handouts and a work booklet. Yet we also employ "role-playing", to enhance interpersonal skills. It is known that the majority of dispatcher workplace stress stems from interpersonal conflicts and conflicts with organizational structure and change. Mr. McAtamney is an organizational expert and can help your dispatchers learn to function in an environment which is under constant growth and change.

He has experience dealing with interpersonal conflict both as a dispatcher and as a counselor. His unique skills in this area will show your dispatchers how to get along with each other, and their environment. Generally our class size is 20-30 personnel, so that most organizations can fit us in their training room. We have all the equipment necessary, except that we ask that an over-head projector and screen be made available. From time to time we have found video presentation to be an effective tool and if your agency has audio-visual capability we ask it be made available as well.

We also understand time restraints and scheduling problems. However, in order to foster the most conducive training

environment we ask that on the day of our training our attendees have no other organizational commitments. Our class time and content is very intensive and interruptions only detract from the learning experience. Therefore we ask that when scheduling a seminar or workshop that, except for emergencies, there be no interruptions or other activities scheduled for our attendees during class time.

What will happen when we arrive at your agency?



We will arrive the day before the seminar to view the room, perform a preliminary setup and get a chance to meet our hosts. This is always a good time address any logistical problems that might manifest.

The Morning of the seminar we will arrive at 07:00 and begin registration and sign up and material distribution. At this time all fees not previously received by Headsets911 will be accepted.

Payment for our seminar must be either before or on the day of the seminar. Please review our seminar police page on our website at <http://www.headsets911.com> for important information about fees and other information.

At precisely 08:30 we will begin our seminar in accordance with our seminar synopsis which is outlined below. We will have appropriate breaks (usually one in the morning, and one in the afternoon), during the seminar with lunch from 1200-1300. Class participants are on their own for lunch we ask assistance of those dispatchers from the hosting agency in recommending local eating establishments.

Our seminar will conclude with a certificate presentation after a small exam at approximately 16:30.

Synopsis of Stress and the Dispatcher



The following is our current synopsis of Stress and the Dispatcher. We are constantly modifying and adding more helpful and current information in order to keep our content the best it can be. Don't worry, you'll always get more, never less!

Note: Registration is held from 07:00 to 08:15; Class begins at 08:30.

Part 1: Defining Stress and the Dispatcher. Going beyond just the text book definition, we look at the specific stressors that affect emergency dispatchers. Outlining both internal and external sources of stress. the Discussion on the importance that experience and knowledge of the job play in coping with stress.

Part 2: The Power of the Mind and Stress. Positive and Negative stress and the difference

Part 2: The Power of the Mind and Stress. Positive and Negative stress and the difference between the two. Explanation of the **Behavioral Reaction Matrix**, or, how we typically react to the various stressors in our environment. Explanation of the Type A and Type B personalities with a focus on the Type A personality and it's effects and correlation with the Type A work environment of the the Communications Center. Discussion of the role of expectations and beliefs of ourselves and from others that affect our actions with a fascinating look into the of the role of the **Three-Fold-Behavioral Interlock** (the key to human behavior).

Part 3: Coping with Stress. Learning to cope through effective role-playing. Discussion on the physical and Psychological effects of stress. Identification of both defensive and active coping methods. Explanation on why defensive coping techniques are less effective than active methods. Explanation and discussion of active coping methods and how to employ them in the dispatcher's working environment. Key attitudes to watch for and eliminate. Developing Resiliency Strategies to guard against stress. Discussion on how to develop key attitudes that help us cope with stress in positive and constructive ways. How to get along with co-workers by using effective and positive communication. Discussion and instruction on stress reduction techniques including meditation, progressive relaxation, deep breathing and more.

Part 4: Post Traumatic Stress Syndrome (PTSD). Exploring the definition of Post Traumatic Stress Disorder (PTSD). The PTSD matrix, (Exploring how it can does happen to dispatchers) Identifying the signs and symptoms of PTSD and where to go for Help. Discussion of Peer Counseling and why it is so important to have a good Critical Incident Stress Management team in departments.

Part 5: Nutrition and Stress. Explanation of the importance that nutrition and exercise has on the level of stress experienced by dispatchers. Dealing with insomnia and shift work. Exploring the circadian rhythm - the clock of the body! Suggestions for improving nutrition and exercise habits. Great tips on reducing the occurrences of headache, chronic fatigue, and much more!
All parts will be presented with appropriate slides and exercise handouts and a booklet.

Again, thank you for your interest in our seminar. If you have any questions about our seminar please give Susan Lazore a call or email her at Susan@headsets911.com

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