

Defusing Comm Center Conflict

November 4, 2022

08:00-17:00

Join Adam Timm for this energetic 8-hour training class filled with proven action steps and perspectives to help you communicate more effectively and get more of what you want:

Difficult callers are the norm in 9-1-1, and negative interactions with these types of callers can quickly go sideways. Stressed calltakers who are not equipped with the right communication skills for these moment are more likely to further irritate callers by being short or using a rude tone. In addition to exposing their agency to potential liability, frequent negative interactions can cause a calltaker to leave the profession more quickly. In addition to improving calltaking ability, participants will learn ways to effectively navigate interpersonal conflict within the comm center (which can be even more stressful than on the phone).

In this class you'll learn how to:

- Stay present and courteous even when you've lost patience
- Defuse conflict and regain common ground
- Effectively give and receive criticism
- Become aware if you're the problem, and recover more quickly

CLICK HERE TO REGISTER

As a dispatcher for over 10 years, I learned the hard way that the job is much more difficult without the proper tools and perspectives. We've designed our classes with this in mind.

*~Adam Timm, Founder/Instructor,
The Healthy Dispatcher*



"Awesome! Learned so much that is going to help me. I'm 'Angry Wendy' at work, and I really don't want to be. This will help me thrive through the end of my career (31 years, going for 35). Thank you!"

— Wendy S., Tampa Police Dept.



Event Location

KCCDA
7040 Stadium Drive
Kalamazoo MI 49009

Class fee:
\$199/person

FOR ANY QUESTIONS, PLEASE CONTACT:

The Healthy Dispatcher
email: info@thehealthydispatcher.com
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Click to register: (or type web address into browser) <https://defusingconflictkalamazoo.eventbrite.com>