


# Valdez Police Department presents

Training classes with Adam Timm of **The Healthy Dispatcher** 

**MONDAY, OCTOBER 7th, 0800-1700 HRS**

## **Essential Supervision: How to Be the Leader Your Center Needs**

### **Description:**

One of the most difficult positions in emergency communications is supervisor. One day you're one of the group, the next day your their boss with little preparation for the new role. This class offers essential tools for being both effective in your supervisor role and better able to make a positive impact at your center.

### **IN THIS CLASS PARTICIPANTS LEARN TO:**

- ✓ Give feedback the right way
- ✓ Identify the 3 most important things to remember when dealing out discipline
- ✓ Understand the critical importance of follow-up
- ✓ Practice the most effective way to interact up the chain-of-command

**TUESDAY, OCTOBER 8th, 0800-1700 HRS**

## **People Driven Leadership: How the Best 9-1-1 Centers Inspire Positive Change**

### **Description:**

The best 9-1-1 centers know that the strength of the center's leadership team defines the culture, how well expectations are communicated, and working conditions for team members. When the leadership team isn't working as a cohesive unit, the challenging work of 9-1-1 can feel even more difficult. Through interactive exercises and reflective discussion, this training class will give participants the tools and perspectives to increase trust and foster mutual accountability.

### **IN THIS CLASS PARTICIPANTS LEARN TO:**

- ✓ Understand and apply the leadership style most conducive to success in the midst of fast-paced change
- ✓ Discuss the importance and application of center Mission; Values; Vision; and Code of Conduct
- ✓ Define a clear vision forward for your center, and map out specific goals to get there

**WEDNESDAY, OCTOBER 9th, 0800-1700 HRS**

## **The Power of Resilience: How to Beat Burnout**

### **Description:**

Working in 9-1-1 can be challenging with vicarious trauma, long hours, and difficult callers the norm. Research shows that 9-1-1 pros who prioritize their resilience embody this approach. This presentation underscores the importance of resilience at both the professional and organizational level.

### **IN THIS CLASS PARTICIPANTS LEARN TO:**

- ✓ Understand the cause of work-related vicarious trauma
- ✓ Identify 3 specific ways you can prioritize your personal success
- ✓ Limit both your home and work stress and feel better
- ✓ Bring these tools into your work day

## **ABOUT THE INSTRUCTOR**

**Adam Timm** began his 20-year career in 9-1-1 as a dispatcher for the Los Angeles Police Department Communications Division, where he pioneered a stress resilience program that contributed to a 45% decrease in sick time usage. After leaving the LAPD, Adam started his company, "The Healthy Dispatcher," to bring tools for resilience to this challenging profession.



### **EVENT LOCATION AND COST:**

#### **Valdez Civic Center**

\$125 per day  
\$350 for all three days

### **TO REGISTER AND FOR MORE INFORMATION, EMAIL:**

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