

PA APCO Spring Conference 2012 – Monday Dispatcher Training – Sue Pivetta – Professional Pride Training Company Inc.

## Critical Thinking In 9-1-1

### Reviewing Calls In The News

*"The activities helped me learn." "The 'hat' exercise was great". "Very interesting." "I enjoyed the class and content." "A good use of time." "I realized I have to accept personal responsibility for my own thinking."*

This course will explore creating independent thinkers - as call takers 'think' their way through every 9-1-1 call. Teams review actual high profile calls and use our different colored hats in assessing the calls.

**Supervisors and Managers** will learn the importance of using critical thinking in your processes to ensure that IS being done is what is SUPPOSED to be done. This is a must have tool for all leaders.

**Trainers** can model call taking - however training isn't just about 'showing' someone how to do something but 'provoking' the learner to 'think' like a call taker. Trainers will learn how to help trainees move away from dependence on the trainer into quick accurate decisions with this new and creative exercise.

**Call Takers and Dispatchers** will have a day of reasoning, examining, logic, bias, skepticism and problem solving by looking at a series of *actual 9-1-1 calls* in a way they have never looked at them before.

---

## Chill Out, Less Stress Exercises

### Reviewing Your Personal Stress

*"I loved the social activities. I felt Sue offered realistic tips for improving the work environment." — Iva Carlson, Britton 911*

These interactive personal learning activities are designed to promote higher-level understanding of each person's personal stressors. Students will explore what, and why of personal stressors - leaving with how to reduce those very stressors.

### Course Description and Purpose:

*"Come to my stress class," the experts say, "and if you still have stress in your workplace, you are doing something wrong."*

Why is the individual asked to change and the workplace is allowed to stay toxic? This course is all about stressors and the individual. It's all about coping, values, learning, understanding and accepting the reality of stress - but not just any stress - the stress of THIS workplace, for this type of wonderfully unique individual. The exercises are fun, using sticky notes throughout the day with different ways of understanding. To wrap it up we all participate in a team exercise on neutralizing the negativity behaviors that add to the stress in the Comm Center.