



Crystal / Bri

FORWARD TO YOUR AGENCY DISPATCH CENTER AND TRAINING MANAGER



# Public Safety Dispatch Training

## "Under the Headset - Surviving Dispatch Stress"



# March 13, 2020 Ottawa, Kansas

**Call takers and dispatchers need stress management.** Dispatchers envision each call they take from the public and often don't have an outlet for those images. They deserve a day of honest discussion and education. Our instructors are subject matter experts and know real-life coping tools. This class will make a difference in your dispatchers' personal and professional lives for contending with all varieties of stress. It doesn't need to be a "headline news" story to make it a stressful event. We will help you cope with all types of stress. PSTC has been chosen to de-brief major events from September 11th to Hurricane Katrina and many more. Your staff deserves this training!

### A Class that EVERY Dispatch Professional will appreciate!

- Learn the dynamics of the stress responses 9-1-1 professionals encounter
- Understand acute and delayed reactions to all stress types
- Develop skills to actively empower yourself and co-workers to cope with stress
- Utilize innovative tools to facilitate the recovery process after work related or personal stressors

**Class Topics:** Students will be guided through a day of lecture, discussion and exercises to understand and recognize a variety of stress types. This Dispatch and Call taker specific class is a valuable and important class for all of your communicators! Cumulative, occupational and critical incident stress will all be addressed. A variety of coping techniques will be introduced and demonstrated. Critical Incident Stress De-briefing (CISD) and stress management (CISM) programs will be introduced and explained. This is a real-life view of 911 stress and coping tools!

*This class has been taught to over 6,500 dispatch professionals with outstanding reviews. Here are samplings of comments made:*  
*"For once, I feel appreciated for the work I do" ... "This course will help every aspect of my life" ... "Dispatchers everywhere should attend this class" ... "This was my chance to realize that I'm not alone" ... "It validated emotions I have experienced" ... Knowledge I can share, thanks" ... "I can't believe what I discovered today, you literally saved my life today"*

## Instructor info:

**PSTC Instructors are all emergency communications experts that are both dispatchers and passionate instructors. All PSTC Instructors consistently receive outstanding evaluations. Call now for reservations - 800-348-8911**

## Class Details

Date: March 13, 2020  
Hours: 0800 - 1700  
Tuition: \$199  
Hosted by:

Franklin County Emergency Communications Center  
For reservations call PSTC at 800-348-8911 or register online at [www.pstc911.com](http://www.pstc911.com).

**\*\*The class location will be provided upon a reservation.\*\***

## 9-1-1 CARES

We invite you to visit our sister site at [www.911cares.com](http://www.911cares.com) for great gifts, gear and goodies

ALL PSTC CLASSES COUNT TOWARDS YOUR IAED IN-SERVICE TRAINING REQUIREMENTS! See [www.pstc911.com](http://www.pstc911.com) for details.

Public Safety Training Consultants, Inc. PO Box 5508 Redwood City, CA 94063 650-591-7911 Fax 650-591-8911 Fed ID 82-0576267

# YOUR TRIP TO:



Ottawa

**1 HR 18 MIN | 201 MI**

**Est. fuel cost: \$12.90**



Print a full health report of your car with HUM vehicle diagnostics (800) 906-2501

One way

- 1. Start out going **west** on W Main St/KS-44 toward N Bluff Ave.

Then 0.51 miles ..... 0.51 total miles
- 2. Turn **right** onto N LL and G Ave/KS-2/KS-14. Continue to follow KS-2/KS-14.  
*KS-2 is just past S Lawrence Ave.*

*If you reach N West Ave you've gone about 0.1 miles too far.*

Then 8.97 miles ..... 9.48 total miles
- 3. Turn **right** onto W 14th St/US-160 E/KS-2.  
*W 14th St is 0.9 miles past NE 80 Rd.*

Then 1.14 miles ..... 10.62 total miles
- 4. Turn **left** onto NE Highway 2/KS-2.  
*NE Highway 2 is just past S Monroe St.*

*If you reach S Cleveland St you've gone about 0.2 miles too far.*

Then 17.61 miles ..... 28.23 total miles
- 5. Turn **slight right** onto W 140th Ave N/KS-42. Continue to follow KS-42.  
*KS-42 is just past NE Highway 2.*

Then 22.45 miles ..... 50.67 total miles
- 6. Stay **straight** to go onto Southwest Blvd/KS-42. Continue to follow Southwest Blvd.

Then 6.18 miles ..... 56.86 total miles
- 7. Merge onto US-54 E/US-400 E.

Then 9.72 miles ..... 66.58 total miles
- 8. Merge onto I-35 N (Portions toll).

Then 75.71 miles ..... 142.29 total miles

 toll).  
----- Then 54.85 miles ----- 197.15 total miles

 **10.** Take the **Eisenhower Road** exit, EXIT 182.  
----- Then 0.29 miles ----- 197.44 total miles

 **11.** Turn **left** onto Eisenhower Rd.  
*If you reach I-35 N you've gone about 0.3 miles too far.*  
----- Then 0.10 miles ----- 197.54 total miles

 **12.** Eisenhower Rd becomes S Eisenhower Ave.  
----- Then 2.62 miles ----- 200.16 total miles

 **13.** Turn **right** onto W 7th St.  
*W 7th St is 0.7 miles past 13th St.*  
----- Then 0.97 miles ----- 201.12 total miles

 **14.** Ottawa, Franklin County, KS, US, Welcome to OTTAWA, KS.  
*Your destination is just past Prairie Spirit Trl.*  
*If you are on E 7th St and reach S Princeton St you've gone a little too far.*

 Save to My Maps

Use of directions and maps is subject to our [Terms of Use](#). We don't guarantee accuracy, route conditions or usability. You assume all risk of use.

