



ALABAMA 911 BOARD

November 7, 2023
Talk About It Tuesday!

Agenda

November 7, 2023

- **Burnout: Signs & Solutions**
- **Upcoming Training & Reminders**



Introduction & Contact Information

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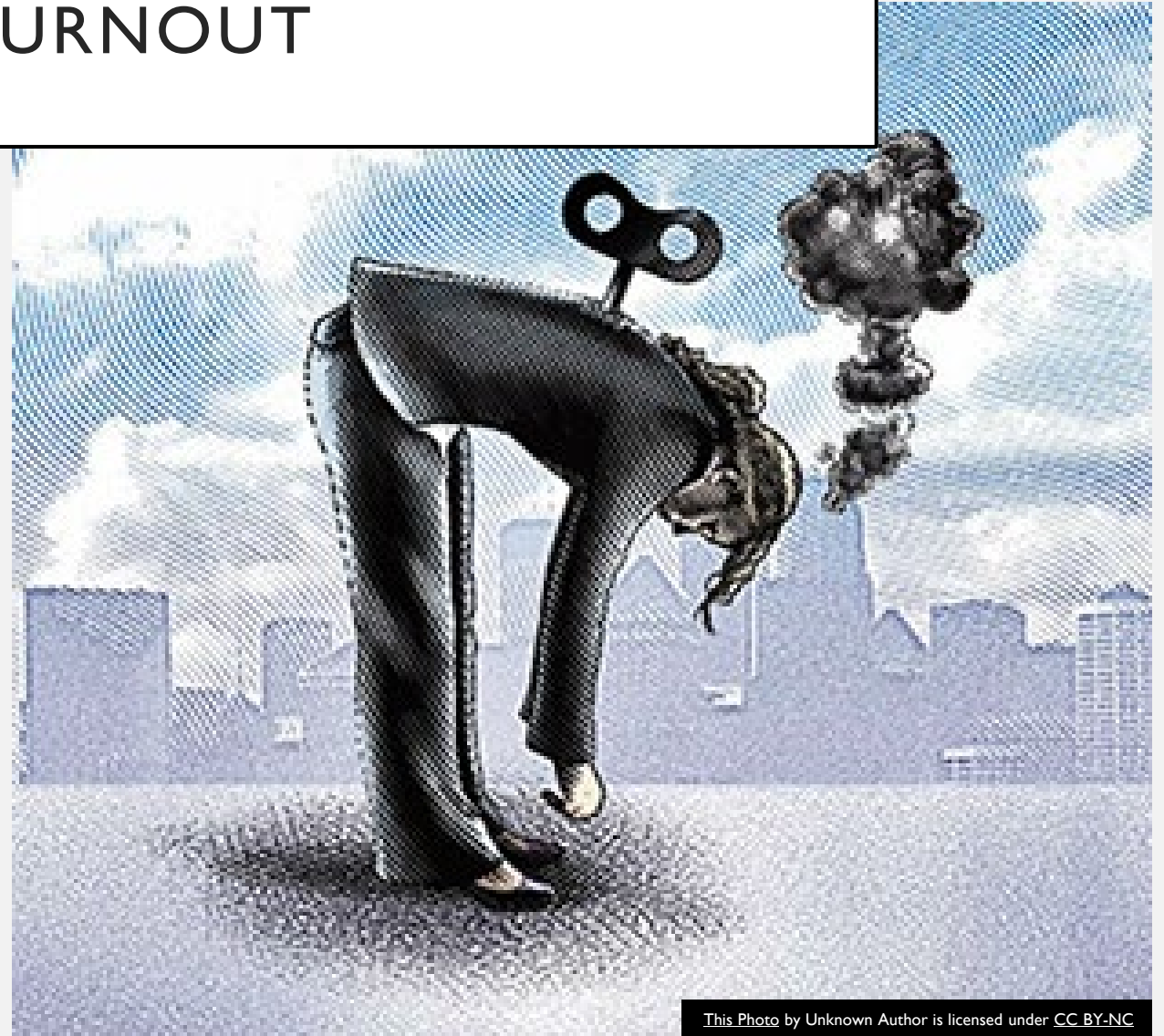
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BURNOUT

Burnout is a state of physical, emotional, and mental exhaustion caused by chronic stress and overwork. The signs of burnout typically include a combination of physical, emotional, cognitive, and behavioral symptoms.



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SIGNS AND SYMPTOMS

Physical

- Fatigue and low energy
- Sleep disturbances
- Frequent illnesses
- Headaches and muscle pain

Emotional

- Overwhelming sadness or depression
- Anxiety
- Irritability and frustration
- Decreased motivation
- Detachment and cynicism
- Low self-esteem
- Loss of Enjoyment
- Decreased Empathy
- Sense of Helplessness



SIGNS AND SYMPTOMS

(CONTINUED)

Cognitive

- Impaired concentration and memory.
- Decreased creativity
- Poor decision-making
- Difficulty in problem-solving

Behavioral

- Decreased work performance
- Procrastination
- Social withdrawal
- Neglect of self-care
- Increased use of coping mechanisms



CAUSES OF BURNOUT

- Work-Related Stress
- Lack of Control
- Unrealistic Expectations
- Long Hours and Overtime
- Lack of Recognition
- Conflict and Poor Relationships
- Monotony and Lack of Variety
- Inadequate Resources
- Heavy Responsibility
- Poor Organizational Culture

WHAT DOES THAT MEAN FOR YOU AND YOUR CENTER

You

- Physical and Emotional Exhaustion
- Reduced Motivation
- Decreased Job Performance
- Healthcare Costs
- Impact on Relationships
- Feelings of Ineffectiveness
- Feelings of Isolation

Center

- Reduced Job Effectiveness
- Decreased Productivity
- Lower Engagement
- Negative Culture
- Increased Absenteeism
- Poor Customer Service
- High Employee Turnover
- Increased Training and Healthcare Costs



SOLUTIONS

You

- Mental Health Resources
- Wellness Programs
- Transparent Communication
- Professional Development
- Stress Management Training
- Peer Support
- Employee Assistance Programs
- Regular Check-ins with a Trusted Support Person

Center

- Provide Mental Health Resources and Wellness Programs
- Offer Employee Assistance Programs
- Offer Skills Development Opportunities
- Consider Employees Schedules
- Conduct Regular Debriefings
- Manage Employee Discontent
- Recognize Milestones and Achievements



Nov 13-Nov 16, 2023	2023 GIS of Alabama Conference	Gulf Shores, AL	Alabama Geographic Information Office
Nov 13-Nov 16, 2023	Malware Prevention, Discovery, and Recovery	Montgomery, AL	National Cybersecurity Preparedness Consortium
Nov 15, 2023	Cybersecurity Standards and Policy Creation Workshop for 911 Professionals	Gulf Shores, AL	OTMCyber & Alabama 9-1-1 Board
Nov 16-Nov 17, 2023	2023 Alabama APCO Workshop	Orange Beach, AL	Alabama Chapter of the Association of Public Safety Communications Officials, Inc.
Nov 21, 2023	NENA Leadership in the 9-1-1 Center	Northport, AL	Tuscaloosa County 911
Nov 28-Nov 30, 2023	Alabama EMD Phase 2 Practitioner	Pell City, AL	St. Clair 911
Dec 05-Dec 07, 2023	Alabama EMD Phase 2 Practitioner	Gadsden, AL	Etowah 911
Dec 11-Dec 15, 2023	IAED Emergency Telecommunicator (ETC)	Tuscumbia, AL	Colbert County E911
Dec 11-Dec 15, 2023	APCO Public Safety Telecommunicator I	Auburn, AL	Auburn Public Safety
Dec 13, 2023	CPR Recertification	Montgomery, AL	Alabama 9-1-1 Board



Sponsored Workshops & Upcoming Training Through the End of the Year

→ ECD Annual Reporting to the Examiners due **November 30, 2023**

<https://www.al911board.com/professionals/regulations/eCd-annual-reporting>

→ The last day to submit Legacy 9-1-1 Cost Reimbursement submissions for FY23 is December 10th

<https://www.al911board.com/professionals/eCd-legacy-9-1-1-costs-reimbursement>

→ Request for Payment for PST Certification submissions made by the 10th will be paid out at the end of the month. Anything submitted after the 10th will be paid at the end of the following month. You can find more information [on our website](#).

→ Upload, validate, aggregate your GIS data to the State office VEP.

→ Have you had a staffing change? If that person is ALPST certified or answering 911 calls, please fill out this [form](#). If that person is admin staff or otherwise does not answer 911 calls, fill out this [form](#).



Board Reminders



**November
14**

No TAIT

(Board Meeting week)



**November
21**

No TAIT

**Happy
Thanksgiving**



**November
28**

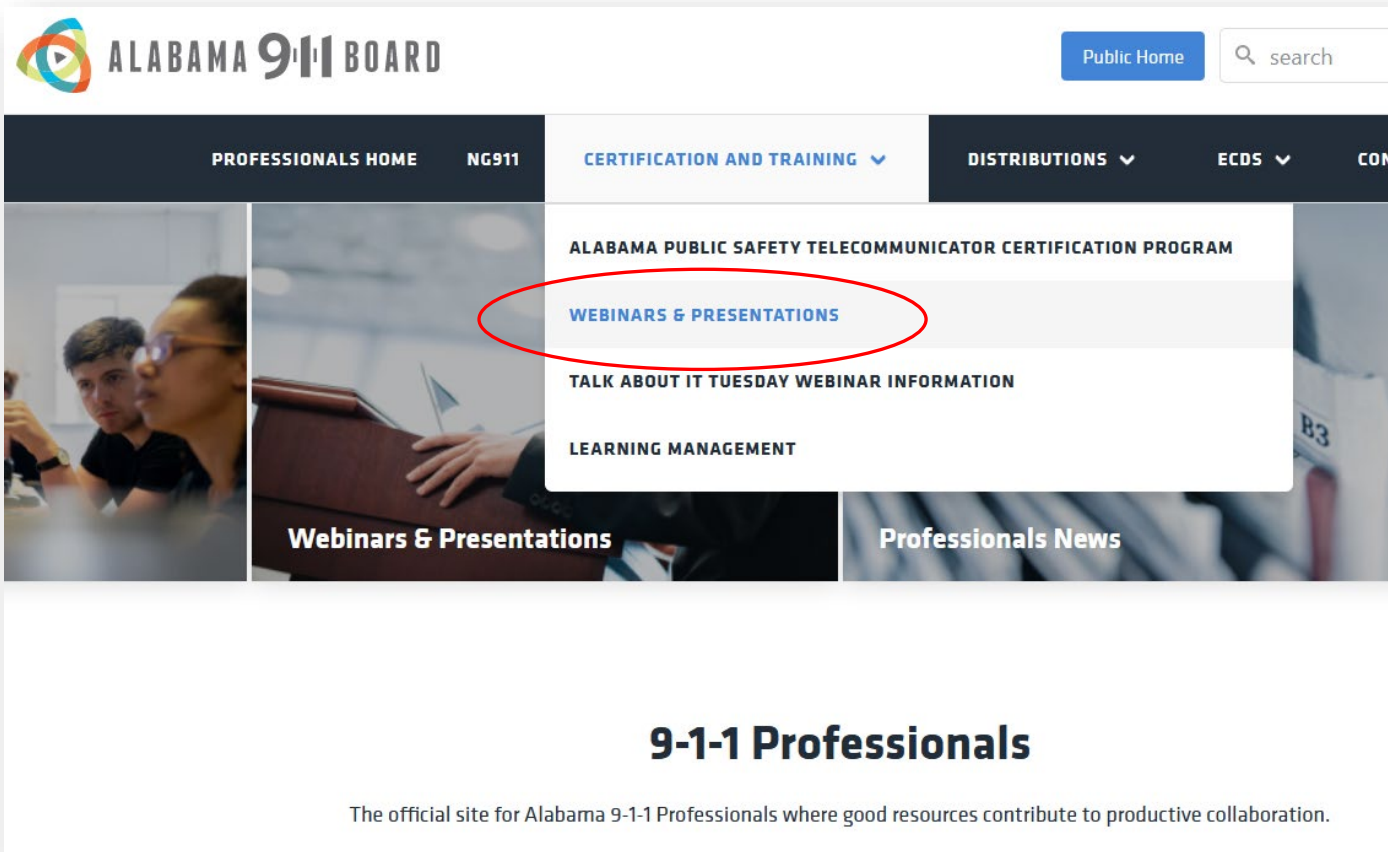
TBD



**December 5
Annual
Certification**

Upcoming TAIT Webinars

<https://www.al911board.com/professionals>



ALABAMA 9-1-1 BOARD

Public Home search

PROFESSIONALS HOME NG911 CERTIFICATION AND TRAINING DISTRIBUTIONS ECDS CONT

ALABAMA PUBLIC SAFETY TELECOMMUNICATOR CERTIFICATION PROGRAM

WEBINARS & PRESENTATIONS

TALK ABOUT IT TUESDAY WEBINAR INFORMATION

LEARNING MANAGEMENT

Webinars & Presentations Professionals News

9-1-1 Professionals

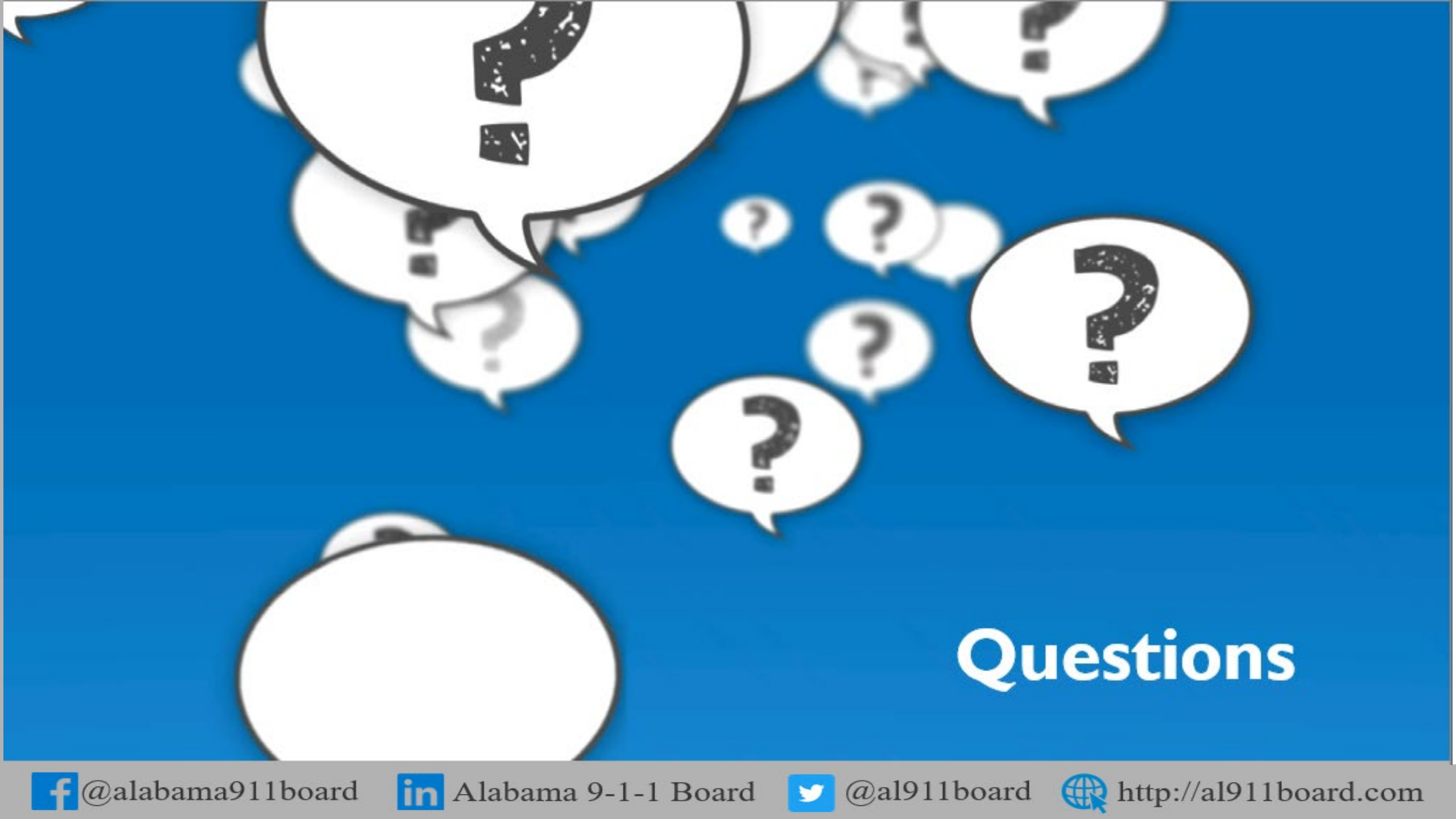
The official site for Alabama 9-1-1 Professionals where good resources contribute to productive collaboration.



← Back To All Training

Select a Subject

- ANGEN
- Board Programs
- GIS
- Meeting & Conference Information
- NG9-1-1 Technology
- Policy, Legislation, & Organizations
- Staffing
- Telecommunicator Certification
- Training



Questions

Board Staff Contact Information

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