

THE POWER OF ONE

LEADERSHIP, WELLNESS AND CULTURE IN THE 911 CENTER



This course explores the vital role of the individual in shaping the 911 dispatch control room culture, emphasizing the power of emotional intelligence, personal responsibility, and leadership at all levels. Students will examine the toll the job takes, realistic wellness strategies to maintain resilience, and the importance of leading regardless of title. The course also highlights the value of coaching and mentoring—both formal and informal—in fostering a supportive and effective work environment. By the end, dispatchers will be equipped with the tools to enhance their well-being, support their colleagues, and cultivate a healthier, more cohesive control room culture.

JULY 21ST, 2025 - OPELIKA

JULY 23RD, 2025 - HUNTSVILLE

8:00 AM - 5:00 PM



REGISTER TODAY!

8 HOURS CEUS



Provided By:



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