



# New 9-1-1 Training Opportunity

## Overcoming Negativity in the Communications Center

Does the sign on your communications center door read, "Enter at your own risk?" Are negative attitudes poisoning the relationships in your center and affecting overall performance? You have the power to help turn things around, improve morale, and create a healthy and happy work environment! The ALIVE Principle will give you the tools to fight negativity in your PSAP and in your personal life.

By the end of the day, you will be able to define negativity, identify the characteristics of optimists, pessimists and realists, and understand the differences between perceptions and expectations. Through interactive group exercises, you will see the ways that negativity presents itself through internal, external, and verbal pathways, and learn how to deal with negative behavior and combat cancerous attitudes. Come to this course and learn to keep a positive attitude ALIVE!



**WHEN** November 27, 2018, 8:30 AM – 5:00 PM

**WHERE** Palisades Park  
1225 Palisades Parkway, Oneonta, AL 35121

**COST** Tuition covered by the Alabama 9-1-1 Board

**REGISTRATION** [Click Here to Register](#)

**FOR MORE INFORMATION** Dana Grubbs - [dana@al911board.com](mailto:dana@al911board.com)  
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