This new class will blow your headset off! We want to affirm the great work of your hard-working 9-1-1 staff member, inspire the “average” staffer and bring the “oh no, that’s me” realization to the type A tiger that is slowly killing workplace morale within your team. This class will cover: Dispatch Complacency, Cannibalism and Avoiding the Toxic Workplace and offer new tools on how to be a "critical thinker". Our instructors will put the emphasis on self-evaluation and reflection of your attitude, behavior and performance. The goal is to provide new ideas, skills and tools to use within the 9-1-1 profession and how those tools will make you better under both routine and emergent events or calls.

Each student will be provided with 10 Proficiency Tools to improve their ability to gain or remain positive under pressure and resolve conflict within your Communications Center.

We offer ideas that allow individuals and work groups a way to self assess operational and interaction issues within any emergency communications environment. We don’t want to focus on the negative alone, we want to effectively remind your 9-1-1 professionals to make conscious decisions and use critical thinking to see how their attitude and performance affect the calls for service, how they are perceived and how they can turn the negativity around. We show the down side to complacency and how it affects the relationships we have within the 9-1-1 center, risk to our field responders and potential public relations failures within the communities we serve. Each student will see demonstrations of the critical link between decision making and risk and the failures caused by complacency.

We want to help you and your staff realize what workplace negativity does to you both personally and professionally. We offer real world solutions and proven ways to turn around negativity and complacency.

It’s almost impossible to explain everything that students will experience in this class. Here are a few topics we will cover in this class; decision making, thought process, empowerment, personal accountability, the vital role of a Mission Statement and Core Values, individual and agency duty. Ethical standards, compassion fatigue and how you can be an official or unofficial role model in the workplace. We will also facilitate a great discussion of what professionalism and pride are and how each individual has the “Power of One”. This class is currently the #1 class at PSTC with overwhelmingly positive results and reviews.

Send us your new or tenured employee, your problems “lying in wait” or any staffer that is ready for a great class to remind them how essential their attitude is to team action, performance, quality and their off duty lives.

Instructor Info:

PSTC Instructors are all emergency communications experts that are both dispatchers and passionate Instructors. All PSTC Instructors consistently receive outstanding evaluations.

Class Location, Dates & Cost

Date: May 6, 2013
Hours: 8:30 - 4:30
Hosted by: Amarillo Emergency Communications Center in Amarillo, TX
For enrollment and information go to www.actx.edu/cj/conferences or email Bekki at Bekki.mcquay@amarillo.gov

9-1-1 CARES

We invite you to visit our sister site at www.911cares.com for online shopping for 9-1-1 gifts, gears and goodies!
You just never know what is waiting at the other end of that next incoming phone call or radio transmission. What is your demeanor as the call comes in? Are you mentally prepared to really listen to the next caller or are you about to make a snap judgment or poor decision due to being “burnt out” or under prepared for the call. The amazing PSTC instructional team has built a brand new class that prepares you for that next crazy, challenging, unbelievable or seemingly mundane call for service. Skill building is our goal, increased performance is the outcome.

**Topics in this great new class include:**

- How to coordinate what you hear with the next great question
- Avoiding the bad skill of robotic call taking, how to gather valuable information
- The nexus between 9-1-1, community safety, responder safety and professionalism
- Event critiques showing successes, failures and how to “up your game” every day
- The art of ongoing, repetitive training and setting performance based memory markers
- Providing great caller and responder service even if you dislike the words customer service
- How to raise your quality assurance review scores by 5-15 points
- How to remain great when you don’t really have the desire to be
- A dose of the “fire within” and pride of work product
- Time saving techniques and tricks of the trade that you may not know

Our goal is to reinforce the actions and skills of the great staffer while effectively reminding your less-than effective staffer why they matter in the public safety picture. If we can somehow rescue the lazy, negative, complaint ridden member of your team with an infusion of proven skills, we’ve done our job.

These and many more topics are covered in this fast paced, information packed, timely class.
Supervisors, Leads and Team Leaders are in great need of job specific training. Public Safety Supervision is sometimes thrust upon a worker with no thought to progressive training. As always PSTC responds to your requests and we have developed Progressive Supervision Workshop. Topics include: writing effective evaluations, work style recognition, recruiting and retaining employees, rewarding excellence, managing difficult personalities, supervisory networking, professional organizations and the human side of 9-1-1 Supervision.

This class is 70% lecture and 30% practical exercise or class interaction. The perfect student is an existing Supervisor, Lead or Manager. Those working their way up the promotion ladder and communications Trainers also gain great information from this class. One of the great things about our Supervision Workshops is that we ask students to bring their work “issues” and challenges to the class for learning examples. We allow daily training time to work on agency specific issues. We don’t allow our classes to become complaining seminars. We’d rather fix the problem than complain about it! Within our workshops we cover the following topics:

- The transition from line level dispatcher to Supervisor
- Liability issues of the Supervisors
- The work ethic of a Supervisor
- Managing strong personalities
- Setting expectations and core goals for the agency
- Motivating, Counseling and Monitoring staff members
- Evaluation for success
- Problem Resolution
- Hot Topics of the day!
- Choosing your leadership or management style
- Building your team to work with its strengths
- Fixing problems rather than complaining about them
- How to successfully write dispatch specific Policy and Procedure Manuals!
- The “top 10” list of things you can use to make build the best skills
- Building respect within your division and your agency
- Training, Recruiting and Retention of your staff

We invite you to visit our sister site at www.911cares.com for online shopping for 9-1-1 gifts, gears and goodies!
People First Leadership - This is PSTC’s take on Leadership, Inspiration and Motivation and how to apply it within your emergency communications center. Too many supervisory and management classes focus on theory with no real life application. We believe in teaching the theory but taking the time to illustrate how you can apply your new knowledge to managing or supervising public safety communications personnel.

Here are just a few topics that we cover in this fantastic seminar:

- How do you develop and define your leadership style?, Motivation, inspiration and the realities of a 24/7 operation, Building synergy within your team, Risk management, breaking news and in-service training resources, Case studies of failure and how to avoid embarrassing, costly or unprofessional outcomes.

- We talk about traits and styles that help you understand the essentials of “people first management”. A partial list of traits we discuss includes integrity, setting goals, communicating effectively, setting a vision, leading by example, setting expectations for the team, appreciating and acknowledging progress and excellence, showing team members how to work beyond their own self-interests, providing support for your team, when to be an advocate, when to use discipline and how to “groom” future leaders.

- PSTC Instructors love taking pervasive problems within the emergency communications field and tackling them head on. Do any of these issues challenge your agency? Team Conflict, Bad Behavior, Poor Performance, Managing “Renegades”, Reducing Sick Leave, Issuing Warnings and Setting Goals, Rumors, Negativity and Being an Effective Leader. Oh ya, you’re going to walk away with a ton of usable information at the end of the day.

This class is fantastic for any new or existing lead, supervisor or manager. Many agencies use this class in conjunction with our Progressive Supervision workshop to prepare future leaders for their new position and we receive rave reviews from existing supervisors and managers that say “I wish I had all of this knowledge years ago”.

We hope to see you attend this seminar soon. If you would like to host this class in your region, please call PSTC or e-mail Kevin@pstc911.com
**PSTC Classes Sponsored by Amarillo Emergency Communications Center**

**Cost:** $40 per course or $125 for all 4! *(Not PRPC Sponsored)*

**Location:** Amarillo College – West Campus, Building C, Room 112 – 6222 W. 9th Ave. – Amarillo, Texas 79106

**Directions:** Take I-40 to the Bell Street Exit (North). Turn right on the West 9th Avenue Loop. Go under the overpass and through the first light. The Amarillo College West Campus is on the right.

**Target Audience/CEUs**

All emergency communications staff and 911 dispatchers. TCLEOSE credit and general CEUs provided by Amarillo College Criminal Justice Programs. For successful completion, each program must be attended in its entirety.

**Disability Notice:** Any student, who because of a disabling condition may require some special arrangements in order to meet course requirements, should contact DisAbility Services (SSC 119, Phone 371-5436) as soon as possible. **Enrollment Eligibility Notice:** Students with outstanding obligations to Amarillo College may not be allowed to enroll in or complete a continuing education course until the obligations are fulfilled. Students who have received a Criminal Trespass Warning from Amarillo College will not be allowed to enroll in courses held on any AC campus unless the warning has been lifted.

**Contact Information**

<table>
<thead>
<tr>
<th>Mail:</th>
<th>Criminal Justice Programs</th>
<th>Phone: 806-354-6081</th>
</tr>
</thead>
<tbody>
<tr>
<td>PO Box 447</td>
<td></td>
<td>Fax: 806-354-6074</td>
</tr>
<tr>
<td>Amarillo, Texas 79178</td>
<td></td>
<td><a href="http://www.actx.edu/cj/conferences">www.actx.edu/cj/conferences</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:CriminalJustice@actx.edu">CriminalJustice@actx.edu</a></td>
</tr>
</tbody>
</table>

**Registration Instructions**

- **Online Registration (for credit/debit card payments only)**
  - Go to [https://econnect.actx.edu/](https://econnect.actx.edu/)
  - Select “ Continuing Education”
  - Click on Register and Pay for Continuing Education Classes
  - Select “ Criminal Justice” under Subject Area – leave everything else blank
  - Click Submit, then check desired course(s), and register using a credit/debit card

- **Mail/FAX Registration (for all types of payment)**
  - See Contact Information Above and Mail or Fax Registration Form Below

**Course Selection**

- [ ] May 6: Complacency, Cannibalism & Critical Thinking - $40
- [ ] May 7: Mental Preparedness - $40
- [ ] May 8: Progressive Supervision Workshop - $40
- [ ] May 9: People First Leadership - $40
- [ ] ALL 4 Classes – Only $125

---

<table>
<thead>
<tr>
<th>Last 4 digits of SSN or AC ID:</th>
<th>Date of Birth:</th>
<th>Gender: [ ] Male [ ] Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>TCLEOSE P_ID#:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Last Name:</td>
<td>First:</td>
<td>MI:</td>
</tr>
<tr>
<td>Current Address:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>City/State/Zip Code:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>County of Residence:</td>
<td>Residency Status: [ ] Texas Resident [ ] Out-of-State [ ] Foreign Country</td>
<td></td>
</tr>
<tr>
<td>Home Phone:</td>
<td>Work Phone:</td>
<td>Cell Phone:</td>
</tr>
<tr>
<td>Personal E-mail:</td>
<td>Business E-mail:</td>
<td></td>
</tr>
<tr>
<td>Employer or Type of Business:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Ethnic Origin:** *(Voluntary Information – will not affect enrollment)*

- Are you Hispanic?: [ ] Yes [ ] No
- What is your race? (check all that may apply):
  - [ ] White [ ] American Indian or Alaskan Native [ ] Black or African-American [ ] Asian [ ] Native Hawaiian/Other Pacific Islander

**I CERTIFY THAT THE INFORMATION GIVEN ABOVE IS COMPLETE AND CORRECT.**

<table>
<thead>
<tr>
<th>Date:</th>
<th>Signature:</th>
</tr>
</thead>
</table>

**Method of Payment:** [ ] Cash [ ] Check [ ] Money Order [ ] Visa [ ] Master Card [ ] Discover [ ] Company Letter of Billing

**Credit Card #:** | **Expiration Date:** | **Sec. Code:** |
|-----------------|-----------------|---------------|

| Authorized Signature: | | |
|-----------------------|-----------------|

**Bill To:** __________________________________________________ (Please include Letter of Billing or Copy of P.O.)

An Equal Opportunity Community College