

## Communications in the Communications Center-What a CONCEPT!

Every day 9-1-1 dispatchers, supervisors and managers perform amazing tasks for citizens and responders across this country. When it comes to communications within the Dispatch center, we can ALL use some improvement.

In this interactive workshop, we will examine the dynamic that exists between management, supervision and line dispatchers and examine ways to effectively improve communications and restore positive, effective and constructive dialogue. We will also attempt to enhance their problem solving abilities via group scenarios. Topics included within this workshop are:

Interpersonal Communications

Documentation

Quality Improvement

Risk Management

Stress Management