

EQ for the Telecommunicator



March 25, 2024 | 8:00am-5:00pm | \$219

Cuyahoga Community College
KeyBank Public Safety Training Center
11000 Pleasant Valley Rd., Parma, OH 44130

Who should attend:

Telecommunicators, Telecommunication Supervisors and others who are assigned call-taker duties.

Description:

Due to their unique position, telecommunicators are inundated with constant stress, often without an effective way to release it. The accumulation of stress can lead to burn-out, apathy, increased sick-time or at its peak the on-set of PTSD. The question is how to provide a coping strategy for the tele-communicator to effectively negate the effects of stress? The answer is with Emotional Intelligence.

The practice of Emotional Intelligence through the process of mindfulness provides the tele-communicator with strategies to deal with chronic stress accumulation. Mindfulness is the practical application of self-awareness, self-management, and social awareness; in short, developing mindfulness means developing emotional intelligence.

This engaging workshop provides the tele-communicator with strategies to combat stress, reduce burn-out, re-ignite their "why" and increase their emotional intelligence competencies.

Attendees will leave this class with an actionable plan for relieving job stressors by learning:

- ◆ The 5 Pillars of Emotional Intelligence
- ◆ Understand the concept of Emotional Contagion
- ◆ Identify their individual stress point
- ◆ Understand the difference between reacting and responding
- ◆ Identifying when tap-out moments should happen
- ◆ Why having a pause button is important
- ◆ Understand the difference between fixed and growth mindset
- ◆ A personal strategy for stress reduction and increasing resiliency

REGISTER TODAY: Click Here

Register by January 25, 2024 and receive 10% off. Use Coupon code **EARLY**

Instructor:

Thomas Dworak is a retired Sergeant (31 years) from a suburban Chicago police department where he was the Field Training and Evaluation Program Coordinator and the Lead Defensive Tactics/Use of Force Instructor. Thom facilitates training throughout the country in Field Training, Emotional Intelligence, Leadership and is a core instructor for Below 100. He holds the position of adjunct faculty at the Suburban Law Enforcement Academy at the College of Du Page providing instruction to recruits in defensive tactics and scenario-based training. Thom is a court recognized expert in police practices and use of force. He is a member of the International Law Enforcement Educators and Trainers Association (ILEETA), the International Law Enforcement Trainers Network (ILET), the Small and Rural Law Enforcement Executives Association. Follow Thom on Twitter @dworakt

It is not the strongest that survive, but those who can adapt to change.

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