



It's time to Join Jim Marshall for...

Survive & Thrive Comprehensive Stress Resilience Training!™

Praise for Survive & Thrive:

"Of all of the stress management classes, this was the most applicable to what we do!"

"This class should be a requirement."

"This type of class is what all 911 people need. Over & over again. Never enough."

"Class was amazing and didn't want it to end."

DATES & LOCATION:

This class is
available for hosting
in-person
throughout the US
and also as a Live-
Virtual Training

TO REGISTER:

E-mail:
info@911training.net

On-line:
www.911training.net

Phone:
231-622-1600



"In 20 years this was the best course I have ever had – Great info, great instructor."

This two-day course will equip you to manage the huge stressors unique to 9-1-1 as well as allow time for a deeper dive into critical issues such as depression, sleep, self-medicating, and PTSD.

What you'll gain:

- *Fascinating and empowering new insights to master acute, traumatic, and chronic stress, Compassion Fatigue AND The Sleep/Stress Dynamic*
- *Extraordinary conversation* with your 9-1-1 peers about the life you share and how to make it better for everyone's sake
- *Personal skills and tools* you can build into your daily life to prevent and manage these negative stress impacts
- *"In-the-moment" strategies* to manage your distress (and the caller's!) during 9-1-1 calls ranging from the most annoying to most potentially traumatic
- *A fresh and more encouraging Big Picture* of your profession and a personal game plan for you as a person and professional to live and enjoy your life to the fullest

You'll also discover tools to build great 9-1-1 relationships:

- Recognize and the Stress-driven Toxic Relationship Dynamics that drive workplace conflict, damage morale, and poison relationships
- Learn how to conquer these toxic dynamics to create a 9-1-1 Culture of Respect by using keys to healthy team functioning
- Apply new skills and insights to help you shape healthier relationships in your PSAP *and* at home

■ **CLASS FEE:** \$375/person (on-site); \$339/person (virtual)

About the Instructor

Jim Marshall, M.A., L.L.P., is the Director of the 911 Training Institute and a leading voice in the 9-1-1 industry for dispatcher wellness. He has been a licensed mental health professional for over 30 years. Jim is co-editor of *The Resilient 9-1-1 Professional: A Comprehensive Guide to Surviving & Thriving Together in the 9-1-1 Center*. Jim's courses, presentations, pilot projects, and published works equip 9-1-1 telecommunicators and their PSAP leaders to achieve optimal health and performance as people and organizations in the evolving 9-1-1 center.

