



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

Survive & Thrive! Core Stress Resilience Training!™

PRAISE FOR SURVIVE & THRIVE:

"This is the best training course I have taken. Jim was a wonderful instructor, very knowledgeable, funny and involved everyone in the class."

"Best class I have ever taken, hands down."

"Life changing information."

"Loved your personality and technique. I was never bored and always engaged."

DATE & LOCATION:

Hosting Opportunities are available to PSAPs in and beyond the U.S. All classes offered both on-site and virtual.

Visit our website to view current dates & locations.

CLASS FEE:

\$229.00/person (on-site)

\$209.00/person (virtual)

TO REGISTER:

E-mail:
info@g11training.net

On-line:
www.g11training.net

Phone:
231-622-1600



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

There's no other stress resilience course like this in the 9-1-1 industry. In this unique 8-hour course, a mental health professional specializing in 9-1-1 stress moves way beyond "cookie cutter" advice. Jim Marshall will empower you to manage the stressors you face in and beyond the PSAP. This isn't a class to make you perform better (though you probably will!). It's an experience you'll help shape to make your LIFE the best it can be one day at a time!

Boost your personal resilience so that you can protect your quality of life at work and home by joining Jim to gain...

- **Cutting edge knowledge** about stress, 9-1-1 PTSD and other stress-related conditions that can (but doesn't have to) hijack your wellbeing
- **Personal resilience skills** and tools you can build into daily life to prevent and manage these negative impacts
- **Strategies to pull out of toxic stress cycles** fueling ugly peer conflicts and boost the morale of your shift and 9-1-1 center
- **"In-the-moment" strategies to manage personal distress** during 911 calls ranging from the most annoying and frustrating to those involving traumatic, life-threatening violence
- **A fresh and more encouraging vision** of your profession and a Personal Game Plan to go the distance at work and Survive & Thrive!

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.



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