



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

Building 911 LifeBridges to Suicide Callers!™

Core Concepts

Praise for LifeBridges:

"In 17 years, this is the best class I have EVER attended. Instructor was incredible, kept our attention with laughter and humor."

"I thought the content & presentation of this class was outstanding. This class gives great insight to suicide on many levels."

"Excellent understanding of the unique needs of telecommunicators."

DATE & LOCATION:

Hosting Opportunities are available to PSAPs in and beyond the U.S.

Visit our website to view current dates & locations.

All classes offered both on-site and virtual.

TO REGISTER:

E-mail:
info@911training.net

On-line:
www.911training.net

Phone:
231-622-1600



"I feel much more confident that I will be able to really help the next suicide caller."

This course was custom-designed by a Mental Health Pro especially for 9-1-1Pros. It's a unique opportunity for you to...

- Gain confidence and stress less as you revitalize your work with callers at risk of suicide
- Attain powerful new insights about factors driving suicide to help you rehumanize and relate more easily to these callers
- Boost your effectiveness by learning to build a "LifeBridge" to the person at risk, with three key elements:
 1. An optimal human connection leading to a Strong Alliance that can help prevent suicide
 2. The LifeBridges FlexProtocol™--a science-driven tool created by the Institute to help you better assess suicide
 3. Power to Intervene: bring out the best in yourself and shift from feeling helpless to feeling equipped with high-risk callers as you rally Emergency Mental Health Dispatching™ skills and strategies.

Through lively, fun interaction with Jim, you'll also learn how to...

- Relate to and de-escalate difficult mental states to boost the caller's ability to cooperate and decrease your stress
- Reset your heart/brain/body during hot calls to peak perform, protect your health, and sustain your resilience
- CLASS FEE: \$229/person (on-site); \$209/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, innovative 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.

