

TEAMWORK



WHAT IS TEAMWORK?

A group of people working together to **successfully** complete a task. The ability to work cohesively with others is vital to the success of any team.



EFFECTIVE TEAMWORK

SELF AWARENESS

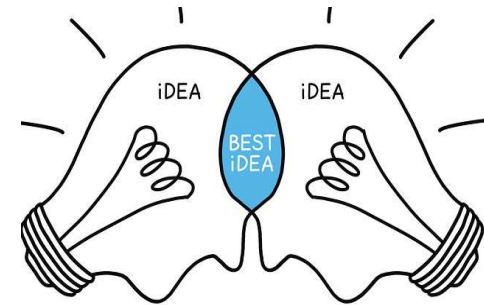
- ❖ It is imperative that each team member is aware of their strengths and weaknesses.
- ❖ Each team member must possess the ability to focus on the task at hand. Always keep the goal in sight.

To maximize the potential of a team, each member should be assigned a task based on their skill and competency. The goal is to have every team member performing at their level of mastery.

EFFECTIVE TEAMWORK

CLEAR GOALS/ROLES

- ❖ The mission must be clearly communicated. It is imperative that each team member recognize their role in the success of the team.
- ❖ Collaboration and willingness is paramount.
- ❖ The ability to adapt and proactively assist other team members is crucial when unexpected situations arise.



EFFECTIVE TEAMWORK

CLEAR GOALS/ROLES

- ❖ Effective communication is key. Team productivity is at it's highest when each team member practices interpersonal skills.
- ❖ Cultivating trust and reliability through respectful communications builds comradery and encourages engagement of all team members.



Tactful feedback must be met with an open mind

Mutual respect is vital

EFFECTIVE TEAMWORK

CALL TAKERS

- ❖ Thoroughly interrogate each caller for pertinent information that affects the response and responders of each call for service.
- ❖ Document the response in a professional and timely manner.
- ❖ Use appropriate tone and professional verbiage when communicating with callers.

EFFECTIVE TEAMWORK

DISPATCHERS

- ❖ Disseminate all pertinent information and not your interpretation of each call for service
- ❖ Perform status and time checks in a timely manner
- ❖ Anticipate potential escalation and notify specialized units and surrounding jurisdictions in a timely manner (mutual aid)
- ❖ Maintain accurate unit status



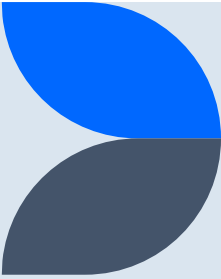
EFFECTIVE TEAMWORK

CLEAR GOALS/ROLES

- ❖ Administration – **creates** policies that govern operations
- ❖ Supervisors – **enforce** the policies and oversee operations
- ❖ Call takers/Dispatchers – **comply** with established policies



EFFECTIVE TEAMWORK



There is no “I” in team. It is important that each team member is aware of the role they play in the success of their team. Make sure you are working on perfecting your role by being the most proficient call taker or dispatcher you can be and helping your co-workers to do the same.

A call for service never ends with the responders. Think of the role you play for each case tried by the State Attorney’s office. Interrogate and document, the next conviction may be up to you!





Thank You!

coming together is a beginning
keeping together is progress
working together is success

- Henry Ford

FL APCO TRAINING COMMITTEE

