

# YOUR LIFE IS ON THE LINE: ROLES, RESPONSIBILITIES TO SURVIVE 9-1-1

## *Calm Under Fire: Wellness and Resilience for Dispatchers*

1,2,4 HOUR SESSION, KEYNOTE ADDRESS OR CAN BE INCORPORATED INTO 8 HOUR CLASS

This course is designed to help 9-1-1 dispatchers build resilience, protect their well-being, and develop healthy strategies for managing the emotional and psychological demands of emergency communications. In addition to understanding stress responses, burnout risks, and the cumulative impact of high-intensity calls, participants will explore how exceptional 9-1-1 service can play a critical role in both community trust and personal job satisfaction.

Students will learn practical tools for grounding, emotional regulation, maintaining balance, and delivering calm, clear, compassionate service during even the most challenging calls. The class emphasizes self-awareness, peer support, and wellness practices that strengthen dispatchers both on and off the headset. By integrating resilience skills with customer service excellence, this course empowers dispatchers to thrive in a career defined by constant pressure while continuing to provide high-quality care to the communities they serve.

### Lessons Learned

#### **1. Self-Awareness is Key**

Recognizing stress, emotional responses, and physical signs of stress allows you to respond intentionally rather than react impulsively.

#### **2. Resilience is a Skill, not a Trait**

Resilience can be built through consistent practice of grounding techniques, emotional regulation, and wellness strategies.

#### **3. Great Service Matters**

Providing calm, clear, and compassionate service improves community trust, reduces escalation, and enhances personal job satisfaction.

#### **4. Peer Support Strengthens Everyone**

Sharing experiences, offering encouragement, and acknowledging colleagues' efforts fosters a healthier, more resilient work environment.

#### **5. Appreciation is Powerful**

Recognizing and affirming team members' efforts boosts morale, loyalty, and motivation, even in high-pressure, thankless moments.

#### **6. Breaking Cycles of Ineffective Leadership**

Identifying harmful leadership patterns and replacing them with supportive, constructive behaviors creates a healthier work culture and improves team performance.