



@theguchaplain

GRACE UNDER FIRE

BEING KIND IN AN UNKIND ENVIRONMENT

BRANDI POWELL



Who Am I?

Brandi Powell

- 911 Professional with over 15 years in dispatch, training, and system administration experience
- Ordained minister with over 12 years of pastoral and teaching experience
- Certified Christian Grief Coach/Law Enforcement Chaplain
- Executive Director and Founder of The 911 Chaplain Initiative, Inc.
- PSAP Ambassador for Prepared 911.

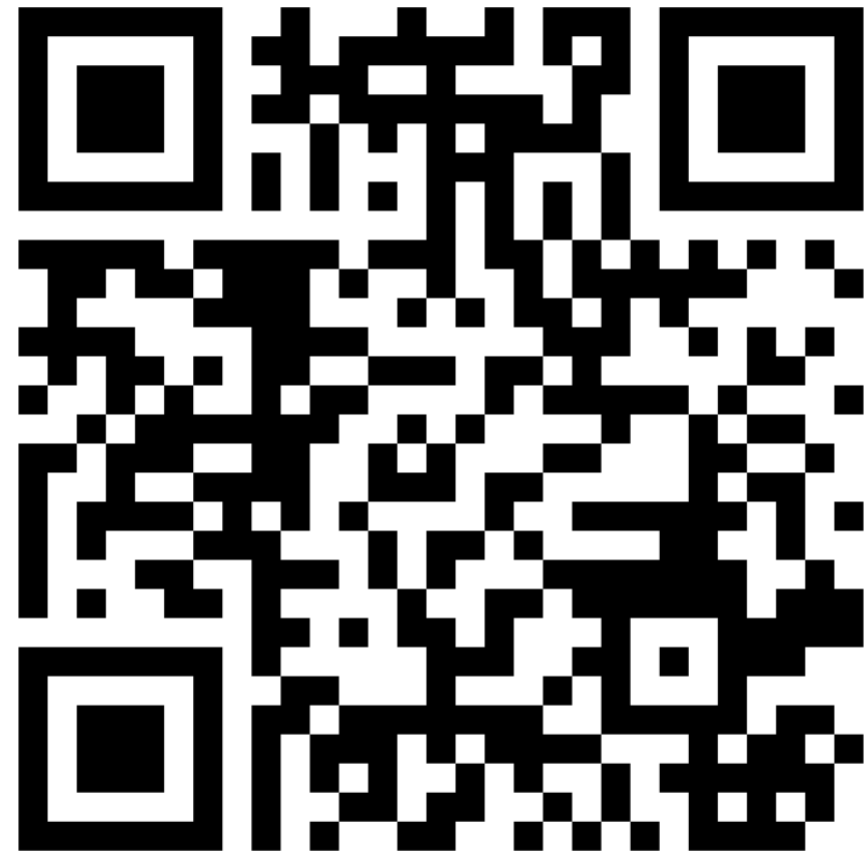


OBJECTIVE:

A rectangular chalkboard with a dark, textured surface. The words "The Golden Rule" are written in white chalk in a cursive, handwritten style. The text is centered on the board and arranged in three lines: "The" on the top line, "Golden" on the middle line, and "Rule" on the bottom line.

The
Golden
Rule

ICEBREAKER:



THE SCIENCE OF GRACE

A study published in *The Journal of Social Psychology* found that performing acts of kindness boosts happiness, reduces stress, and fosters a sense of belonging.



A study from *Harvard Business Review* showed that compassionate leadership increases team trust, cooperation, and overall productivity.



Kindness, therefore, not only improves individual mental health but also enhances the collaborative nature of teams.

WHEN WERE YOU FIRST
TAUGHT THE GOLDEN
RULE?

IS THE GOLDEN RULE THE
STANDARD IN HUMAN DECENCY?
TO WHAT DO YOU ATTRIBUTE THE
LACK OF GRACE IN DISPATCH?



MATCHING ENERGY

In difficult environments, we tend to match negative energy.

This drains your good energy and allows external negativity to shape your internal character.

Reflect: Are you amplifying unkindness or setting the tone for grace?

THE DISPATCH STRESS SANDWICH

Dispatchers often face stress from multiple angles, leading to reactions based on frustration.



Key Insight: You control your response, not external factors. Grace is your choice.

CHARACTER, RESPONSE, AND REPUTATION

Your response defines your character and reputation, especially in high-stress situations.

Question: What do you want to be known for—grace or reactionary negativity?

Grace is unmerited;
it's about giving
kindness, patience,
love, and joy without
expecting it in return.

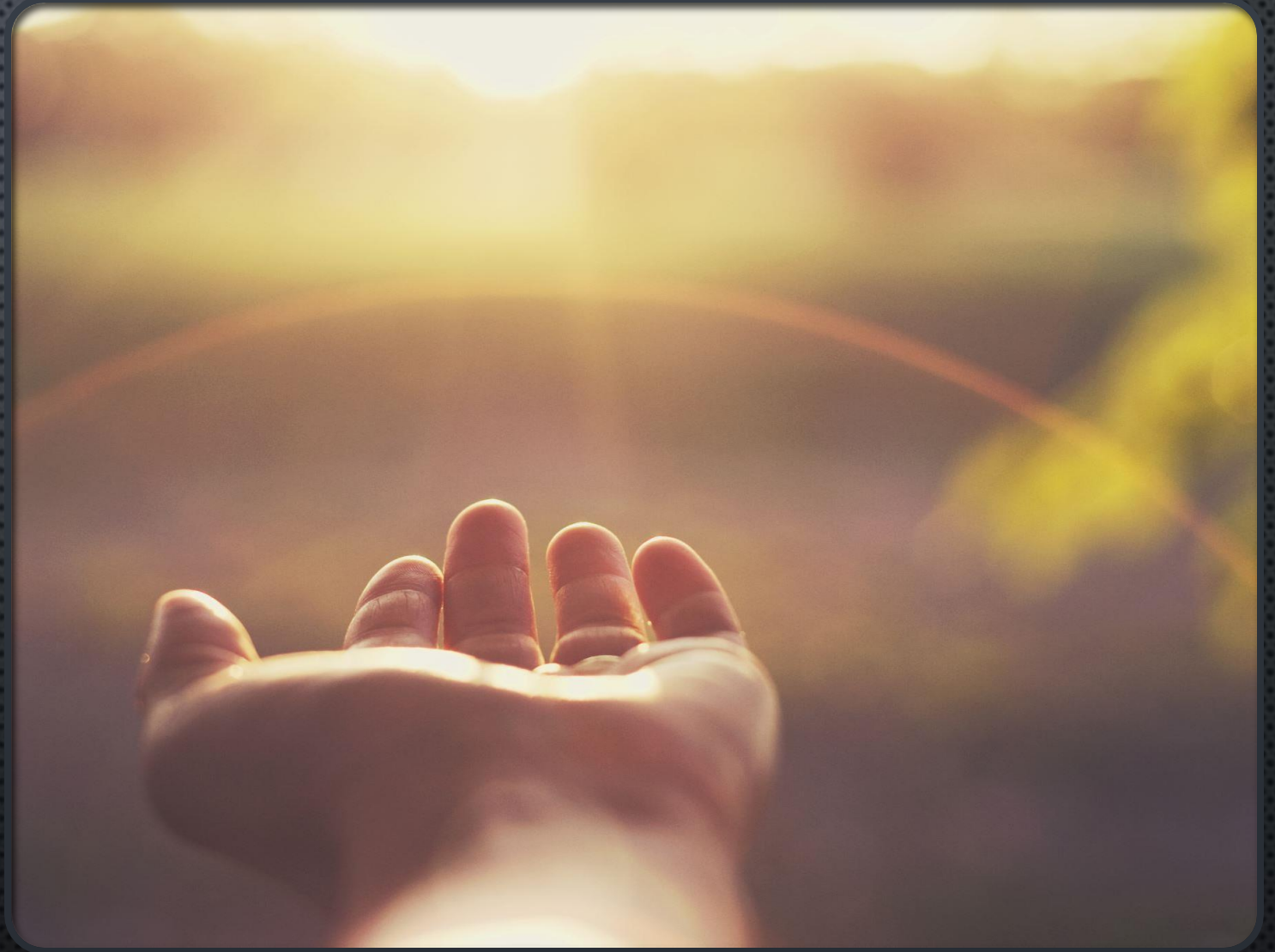
Reflection: Is your
capacity limited to
reciprocating what
was given, or can you
pour grace into the
world?

THE NATURE OF GRACE

KINDNESS AS A LANGUAGE

"KINDNESS IS THE LANGUAGE WHICH THE DEAF CAN HEAR AND THE BLIND CAN SEE." – MARK TWAIN

QUESTION: HOW DOES THIS QUOTE APPLY TO THE WAY WE COMMUNICATE UNDER PRESSURE?





KINDNESS AS AN ACTION

"NO ACT OF KINDNESS, NO MATTER HOW SMALL, IS EVER WASTED." – AESOP

QUESTION: HAVE YOU EVER EXPERIENCED A SMALL ACT OF KINDNESS THAT MADE A BIG IMPACT?



KINDNESS AS AN IDENTITY

“DO THINGS FOR PEOPLE NOT BECAUSE OF WHO THEY ARE OR WHAT THEY DO IN RETURN, BUT BECAUSE OF WHO YOU ARE.” – HAROLD S. KUSHNER

QUESTION:

- CAN YOU THINK OF A TIME WHEN YOU SHOWED GRACE REGARDLESS OF HOW SOMEONE TREATED YOU?

KINDNESS AS YOUR POTENTIAL

- "IN A WORLD WHERE YOU CAN BE ANYTHING, BE KIND." — UNKNOWN
 - HOW DOES KINDNESS IMPACT YOUR PROFESSIONAL AND PERSONAL RELATIONSHIPS?



The true challenge of grace is offering kindness when it's most difficult.

Question: What will you contribute to the world—negativity or grace?

CAN YOU GIVE GRACE?



THANK YOU!

B.POWELL@PREPARED911.COM