


Guests are randomly assigned to one of three tribes as they enter. No choosing teams. No joining you carefully selecting people you're comfortable with.

Three tribes representing Training, Call Taking, and Dispatch, but we randomly assign participants rega job.




How many of you have watched Survivor?


This is Jeff Probst.
He's the host of Survivor.
How many of you have watched survivor?


This is Jeff Probst...
He is the host of Survivor
And these folks are the players...
How many of you have watched survivor?




Welcome to Season 911.

For the next 50 minutes or so, your experience, title, seniority, and job assignment won't determine y

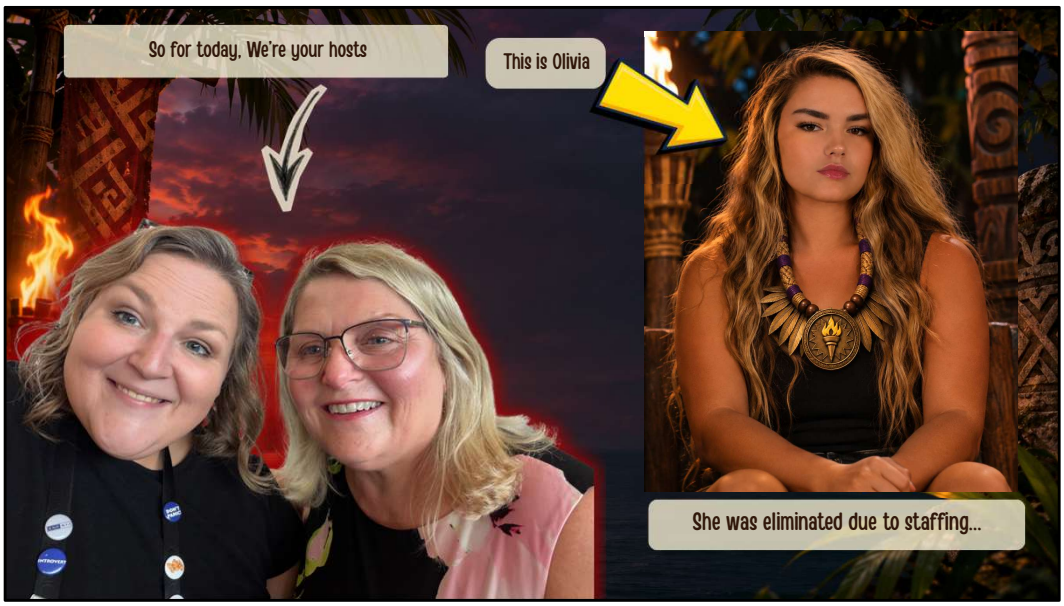

So for today, we're your hosts


THE
TRIBE
HAS SPOKEN
SEASON 911
CUT!


Olivia was eliminated at the last tribal council...


So for today, We're your hosts


So for today, We're your hosts
and.... This is Olivia


So for today, We're your hosts
This is Olivia
She was eliminated due to staffing...


So for today, We're your hosts
Anyway, you should probably take a look around, because y'all are the players...



And just for clarity sake,
You don't get to choose your tribe.

You don't get to choose the challenges.

But you do get to choose how you show up for the people beside you during the remainder of the ep


REWARD CHALLENGE:
Lost in Transmission
Outwit Old Habits

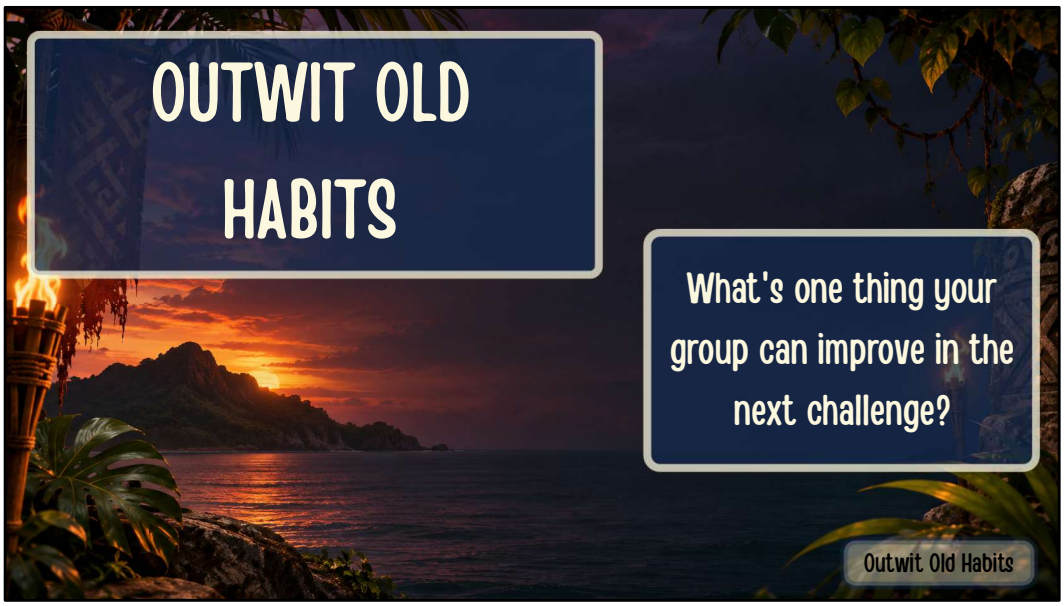

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Who took charge? Did someone naturally assume leadership?
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Did everybody get an opportunity to contribute?
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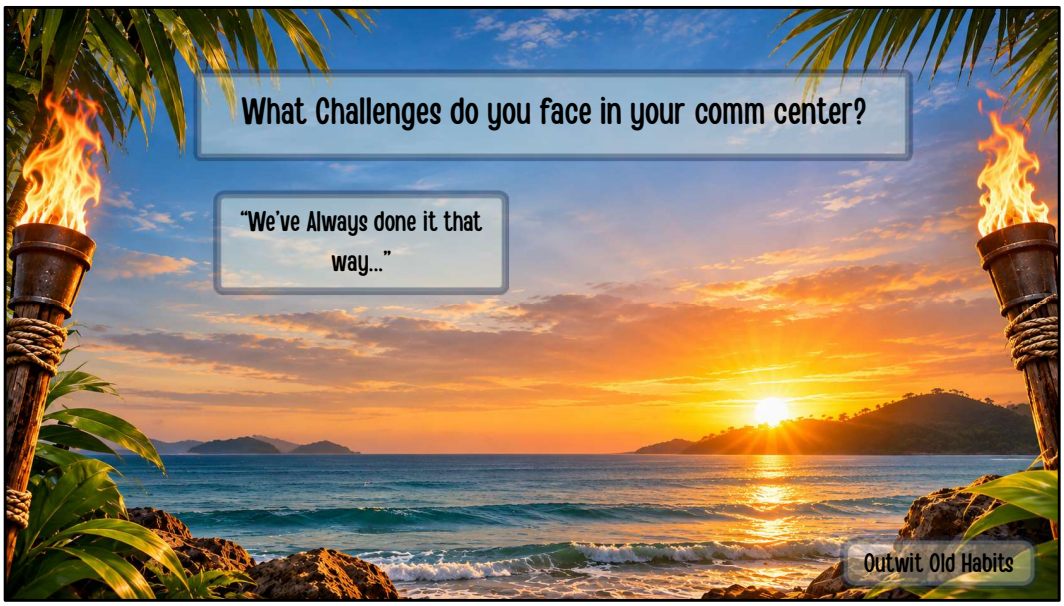

REWARD CHALLENGE: Lost in Transmission
Who took charge? Did someone naturally assume leadership?
Did everybody get an opportunity to contribute?
Did you actually listen to one another, or did the loudest person win?
Outwit Old Habits

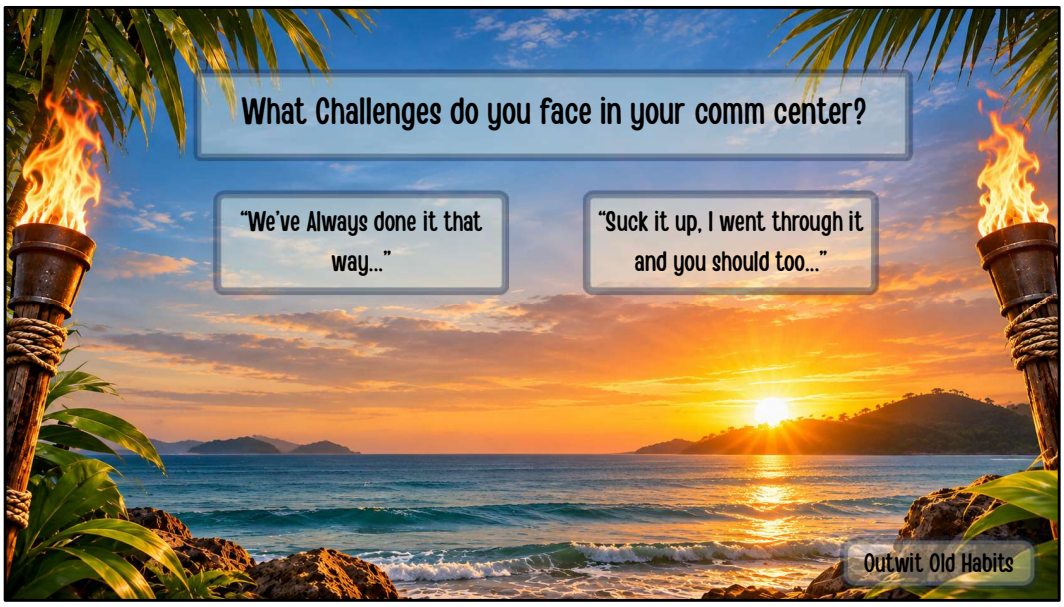

REWARD CHALLENGE: Lost in Transmission
How did this challenge relate to what we do every day in the comm center?
Outwit Old Habits

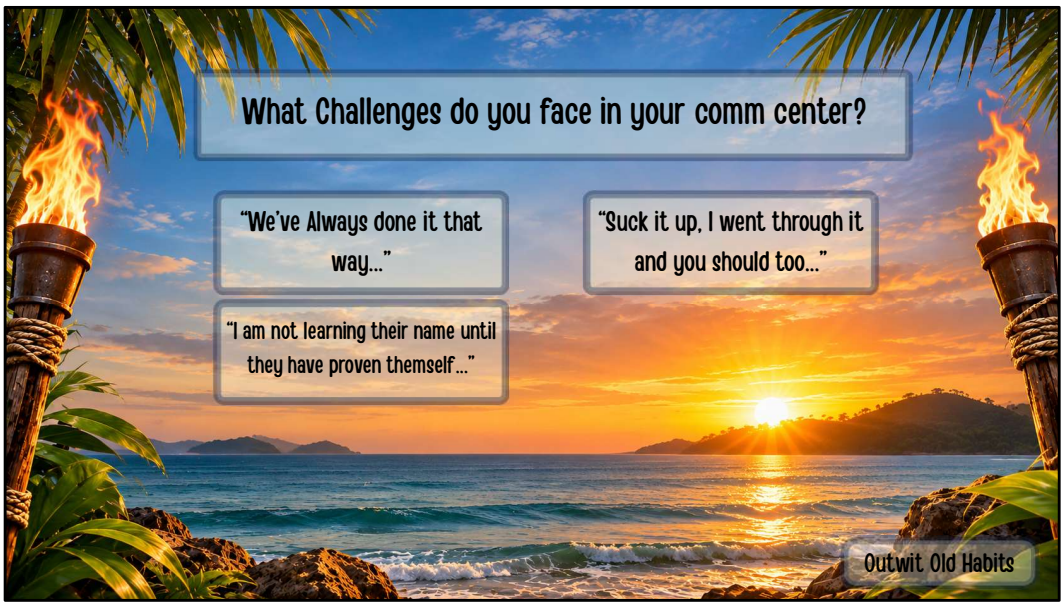

OUTWIT OLD HABITS
What's one thing your group can improve in the next challenge?
Outwit Old Habits

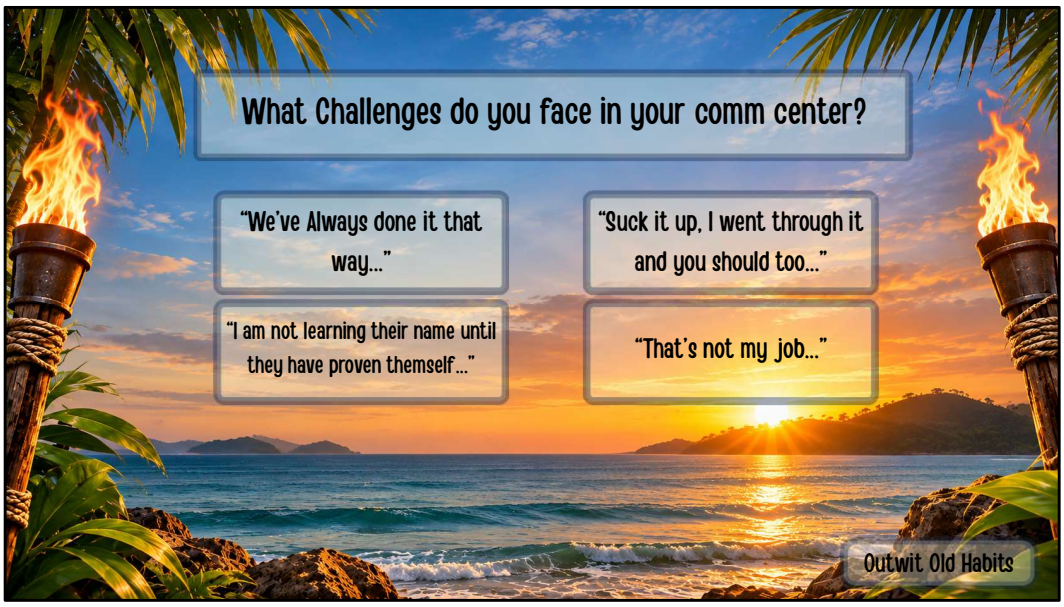

OUTWIT OLD HABITS
SOME TRADITIONS BUILD PRIDE
OTHERS BUILD WALLS.
WHAT YOU CHOOSE TO BUILD IN YOUR TIME HERE IS THE LEGACY YOU LEAVE

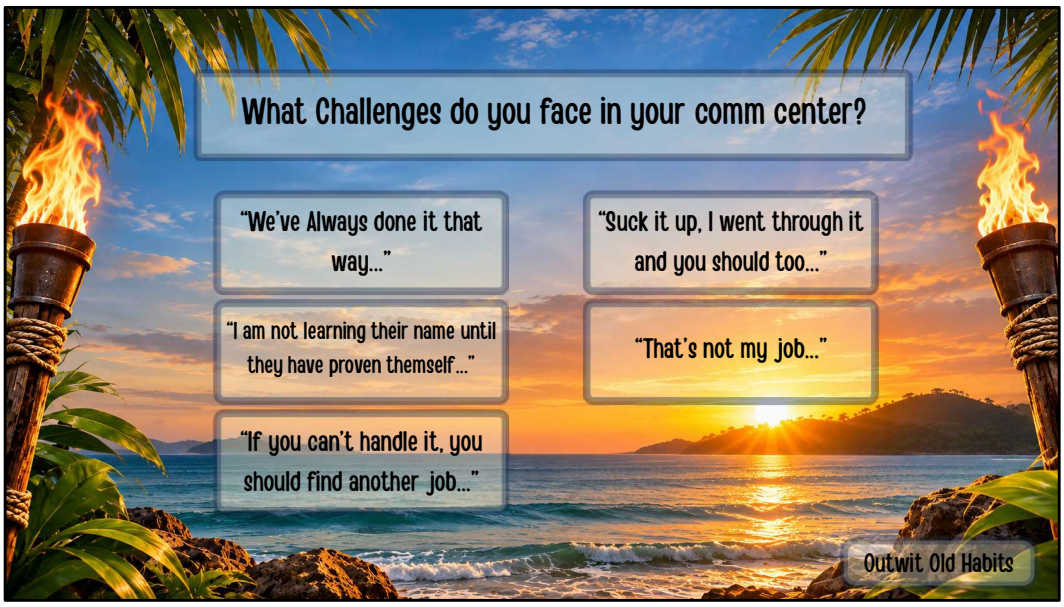

What Challenges do you face in your comm center?
Outwit Old Habits

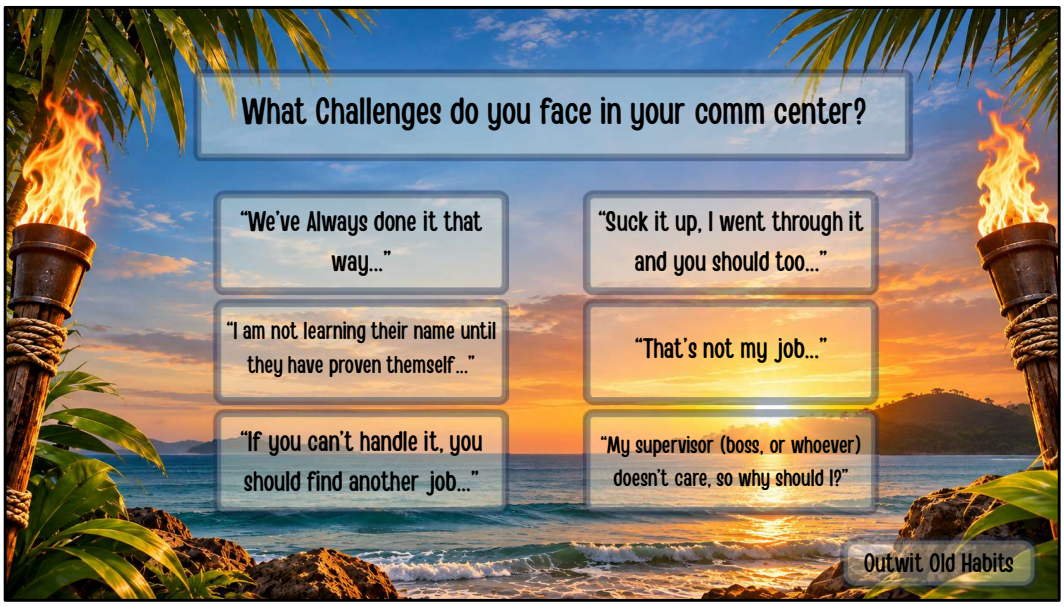

What Challenges do you face in your comm center?
"We've Always done it that way..."
Outwit Old Habits

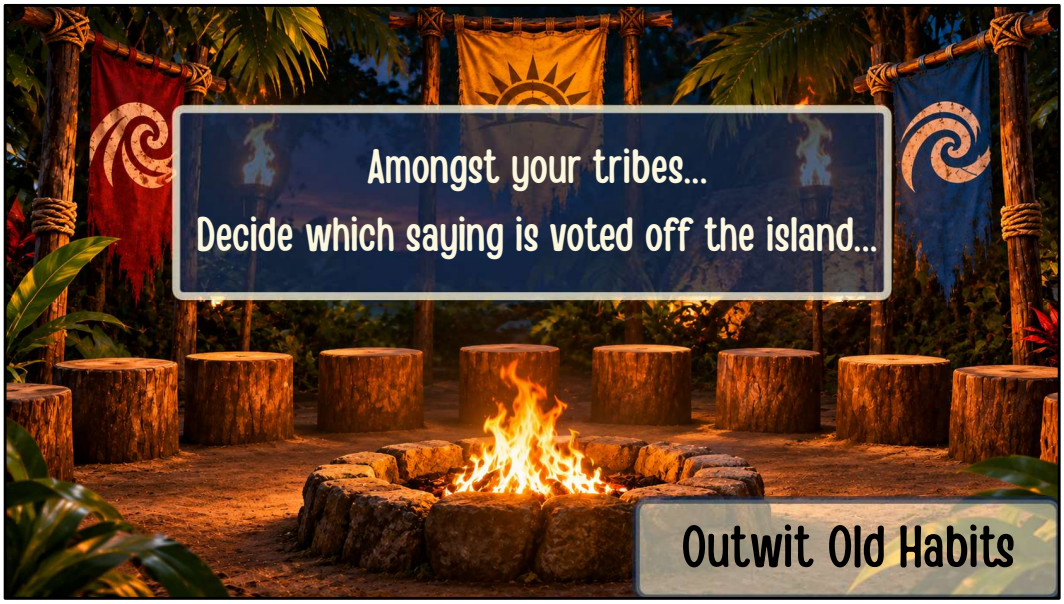

What Challenges do you face in your comm center?
"We've Always done it that way..."
"Suck it up, I went through it and you should too..."
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"That's not my job..."
"If you can't handle it, you should find another job..."
"My supervisor (boss, or whoever) doesn't care, so why should I?"
Outwit Old Habits




Each tribe has one minute to select one damaging behavior or belief they want voted off the island. T
voting card.

The co-presenter collects the cards. You read a few aloud and dramatically place them into the voting

Use the discussion to distinguish traditions worth preserving from practices that hurt the team.

Your strongest question here:
Are we protecting a tradition because it makes us better, or because somebody before us made us su

Second: Make trust a bigger part of Tribal Council.

Explore which actions destroy trust and which behaviors build it.

That gives the gossip and communication discussion greater substance.




Outwit Old Habits

Listen more,

talk less;

dispel gossip;

recognize that appearances can deceive



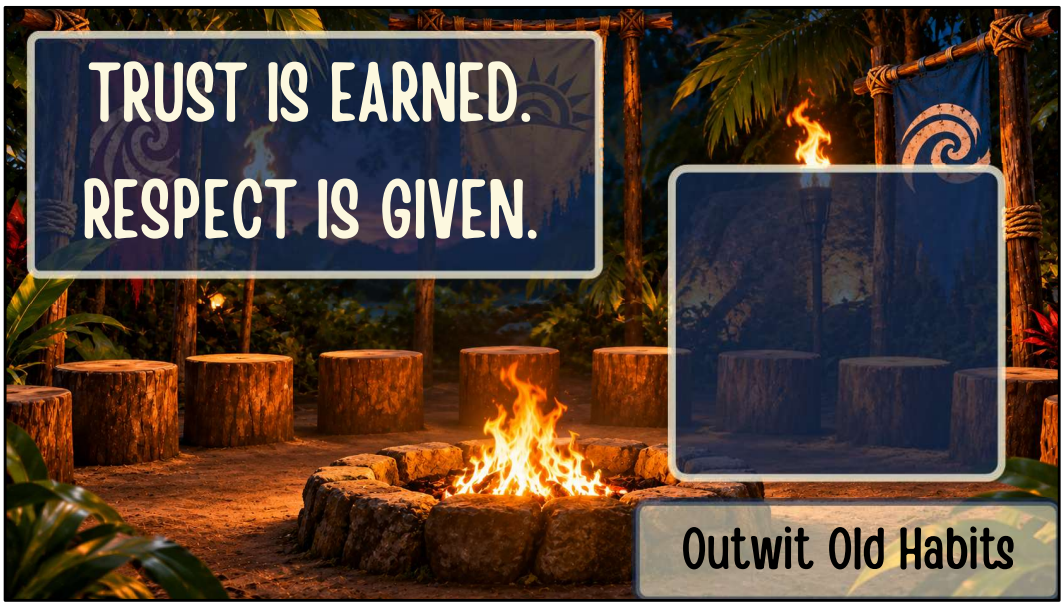

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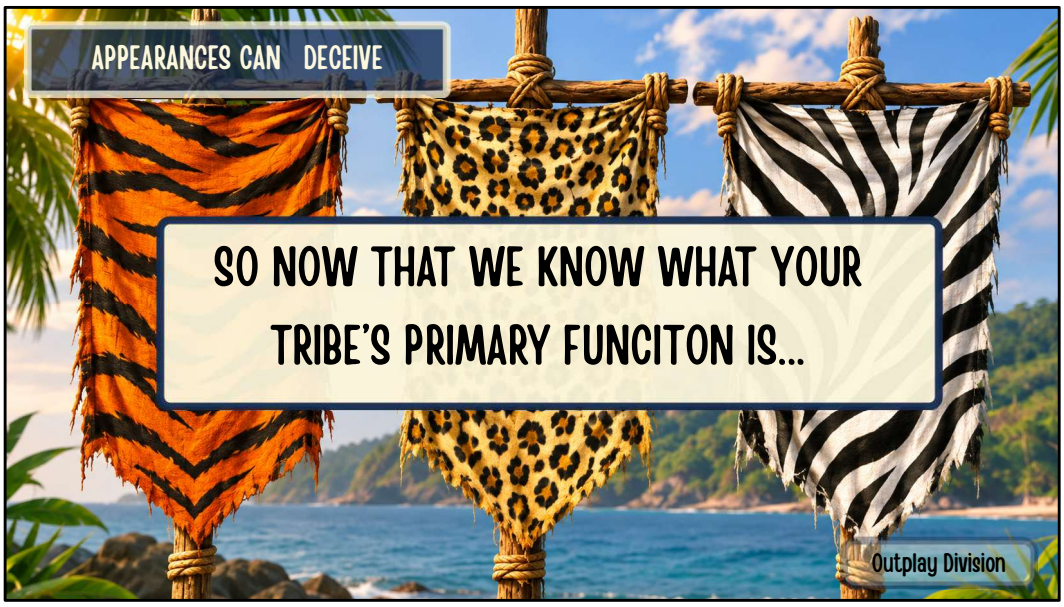
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APPEARANCES
CAN DECEIVE
Outplay Division


APPEARANCES CAN DECEIVE
LET'S TALK ABOUT YOUR TRIBE'S FUNCTION
Outplay Division


APPEARANCES CAN DECEIVE
SO NOW THAT WE KNOW WHAT YOUR TRIBE'S PRIMARY FUNCITON IS...
Outplay Division


APPEARANCES
CAN DECEIVE
Who is in your alliance?
Outplay Division


Who is in your alliance?
You have 60 seconds to make an alliance
CHOOSE WISELY
Outplay Division

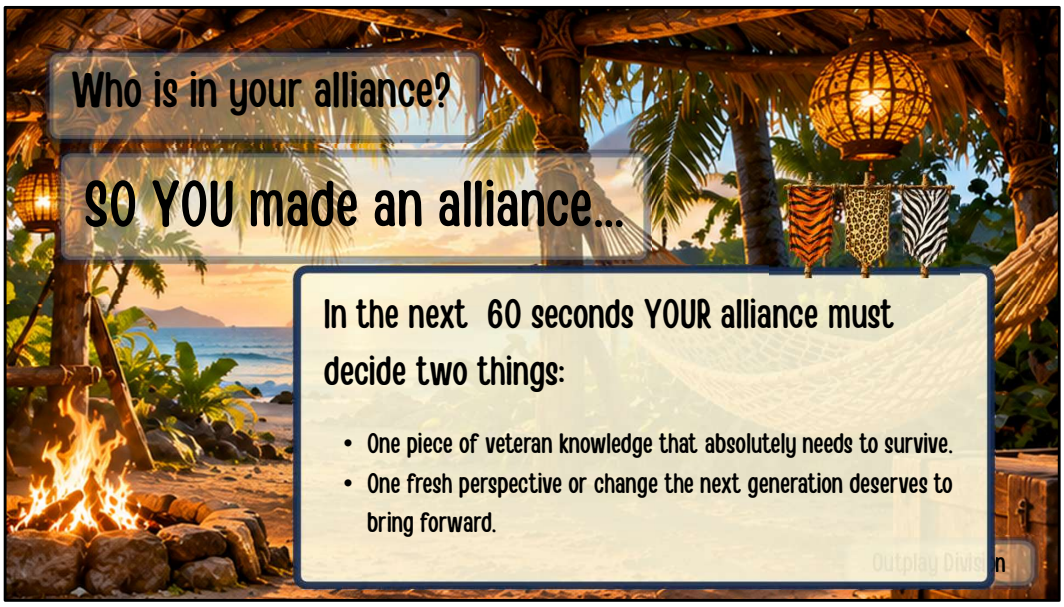



The Alliance Exercise

Each tribe has 60 seconds to agree on two things:
One piece of veteran knowledge that absolutely needs to survive.

One fresh perspective or change the next generation deserves to bring forward.

Ask each tribe to share a short answer. The goal isn't to pick a winning generation. It's to recognize wl




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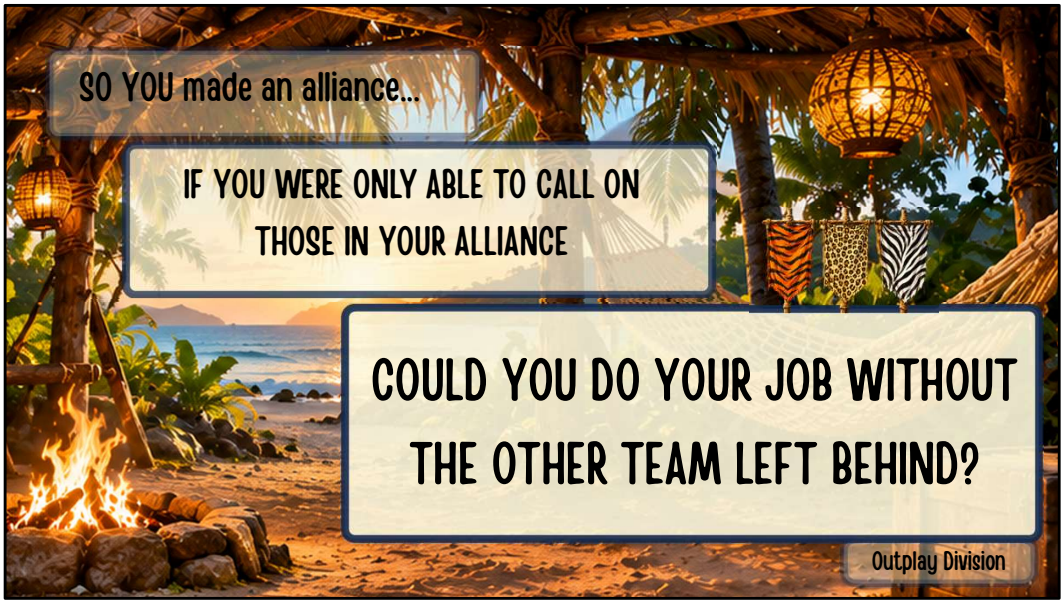



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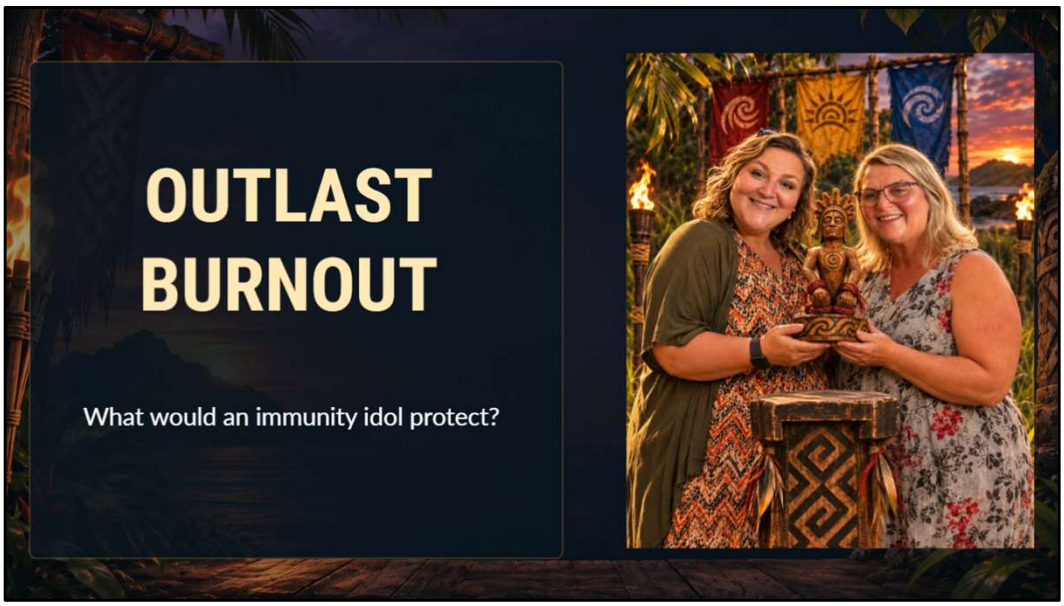

Technical experience matters.
Fresh perspectives matter.
Leadership matters.
But none of those things works especially well when we're competing against our own teammates.
OUTPLAY DIVISION

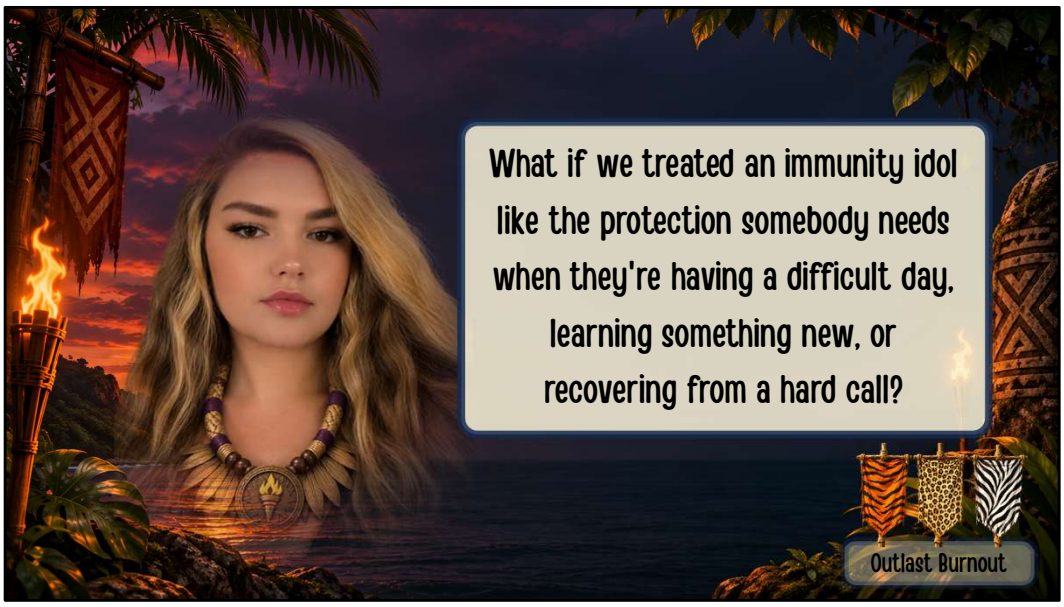

The best Survivor players know something important:
An alliance isn't about finding people who think exactly like you.
It's about recognizing what you bring to the game and what you might need from somebody else.
Outplay Division




Show the immunity idol and ask:

What if we treated an immunity idol like the protection somebody needs when they're having a diffic something new, or recovering from a hard call?


OUTLAST
BURNOUT
What would an immunity idol protect?




Show the immunity idol and ask:

What if we treated an immunity idol like the protection somebody needs when they're having a diffic something new, or recovering from a hard call?




Immunity has looked different over the years, it has protected groups and individuals alike, but immu and prevention from burnout  is not immunity from accountability.

You can protect someone from public embarrassment while still correcting unsafe performance.

You can provide coaching, support, recovery opportunities, and clear expectations without compromi

But it takes every level of the organization.


IMMUNITY IS THE ONE THING
EVERYONE IS FIGHTING FOR




Correct answer: B

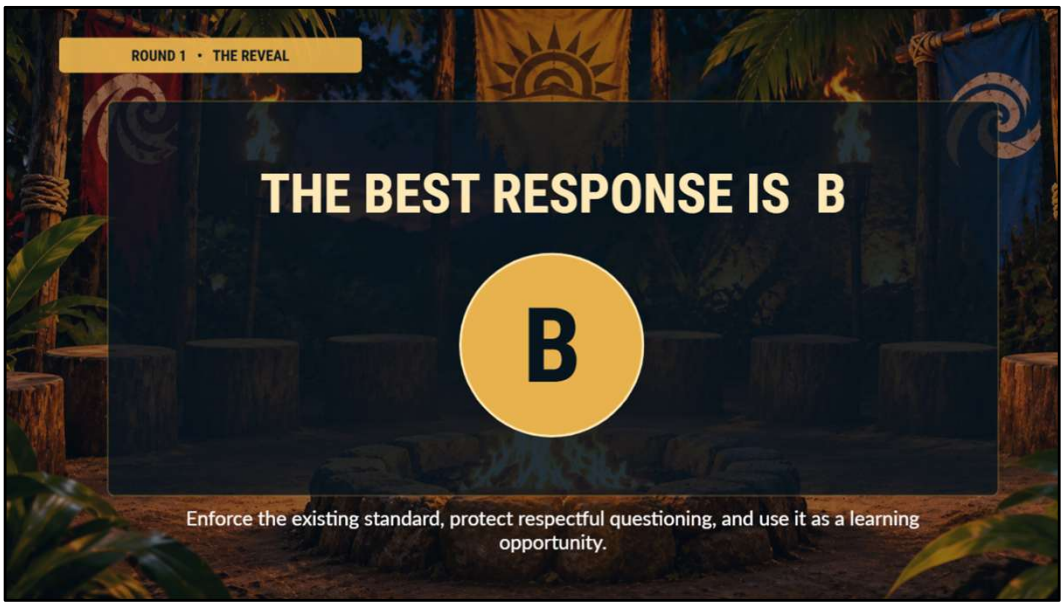
A: Corrects the procedural risk and addresses conduct, but misses the opportunity to reinforce a cultu question practices constructively.

B: Addresses the immediate standard, the harmful response, and the broader culture without undern experience.

C: Encourages listening and avoids conflict, but delays enforcement of an already established policy.

The debrief:
The rookie isn't wrong because they're new, and the veteran isn't right because they've been here 15

Experience deserves respect. So does initiative. Neither gives us permission to ignore policy or disresp




Correct answer: B

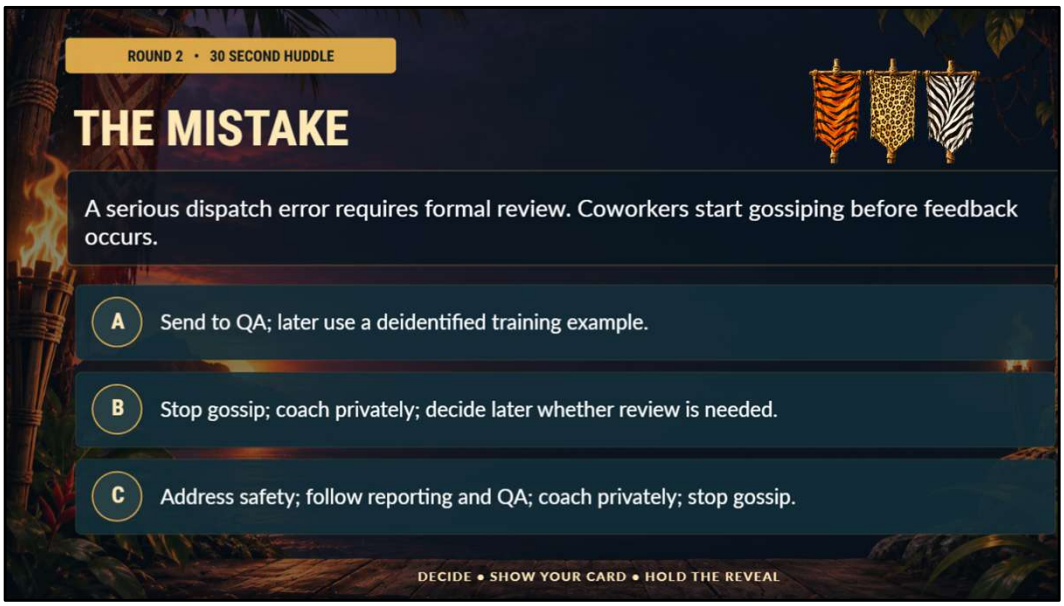
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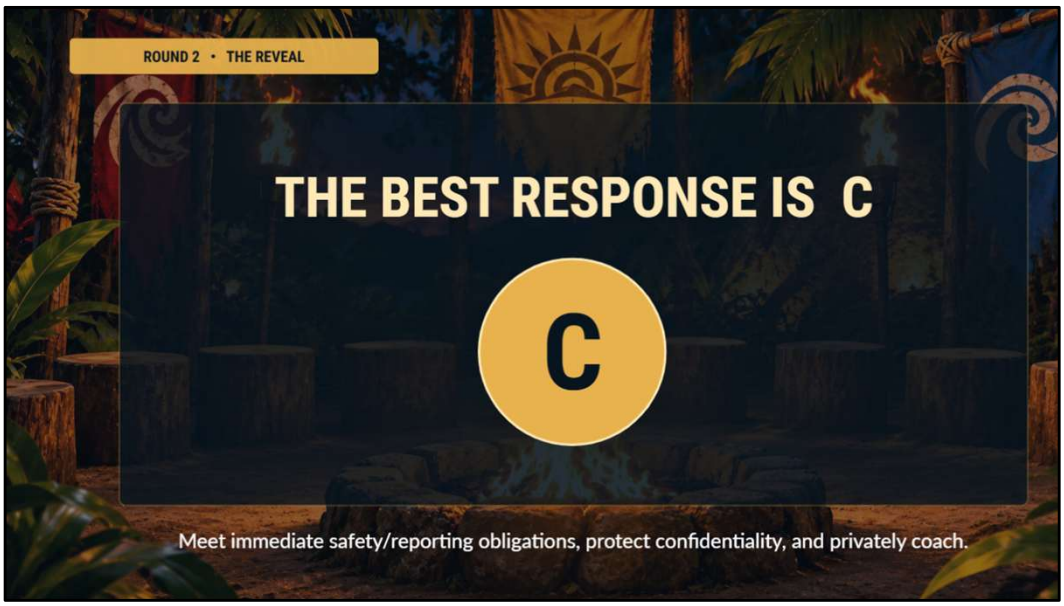
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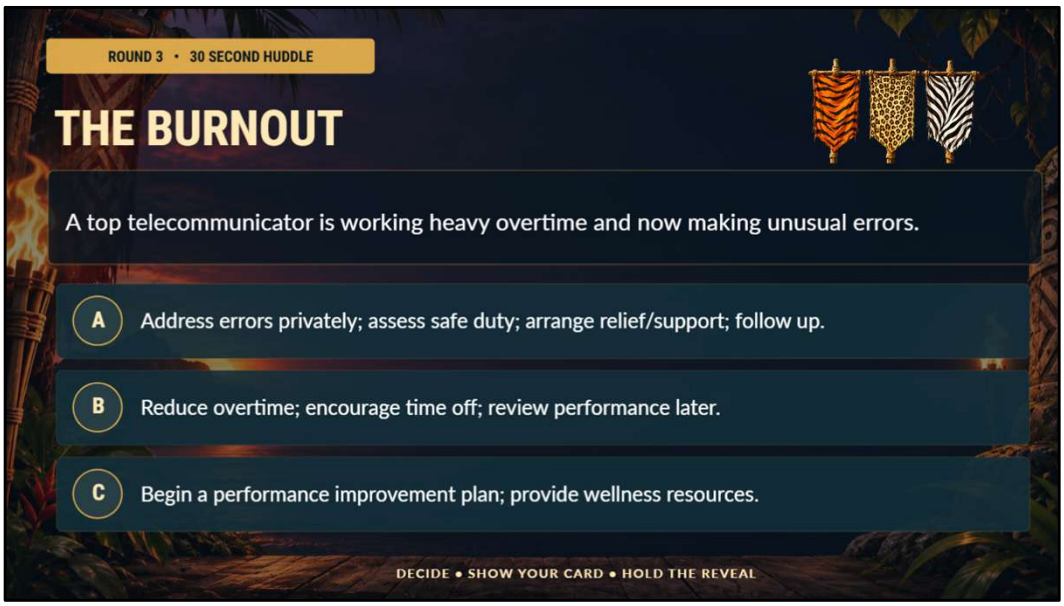
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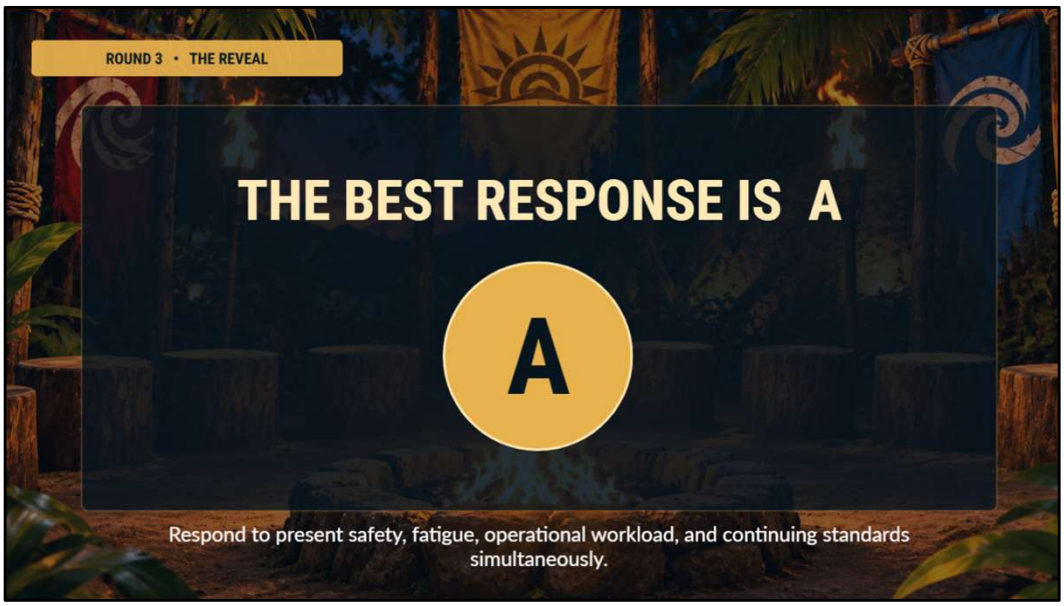
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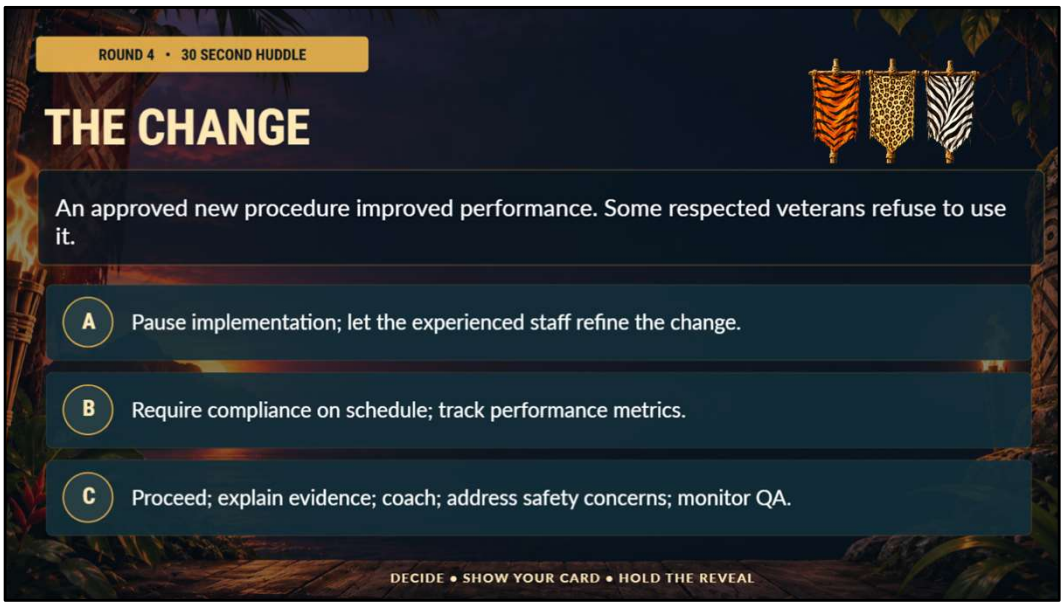
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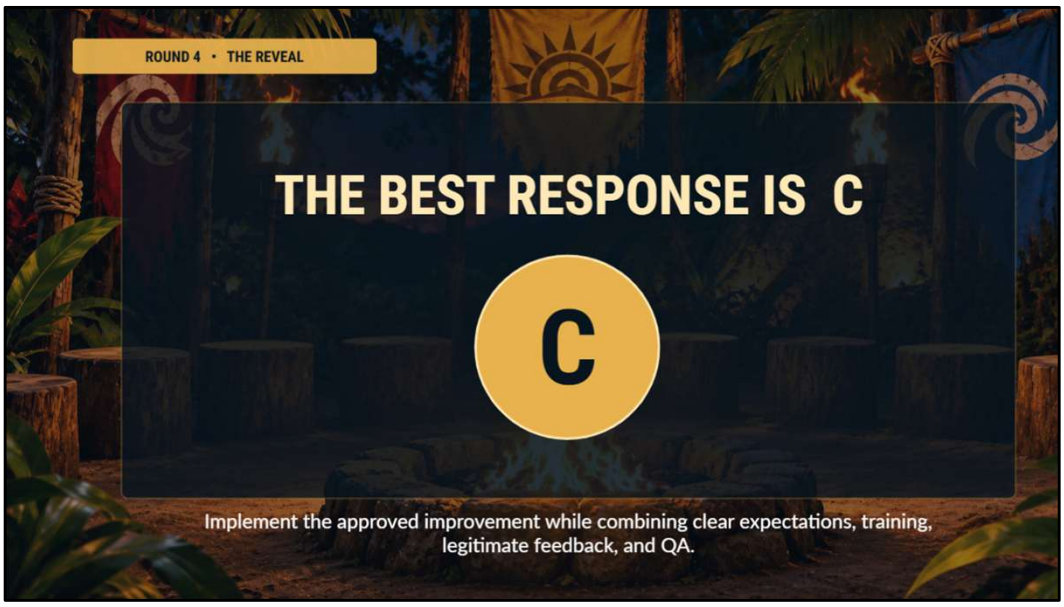
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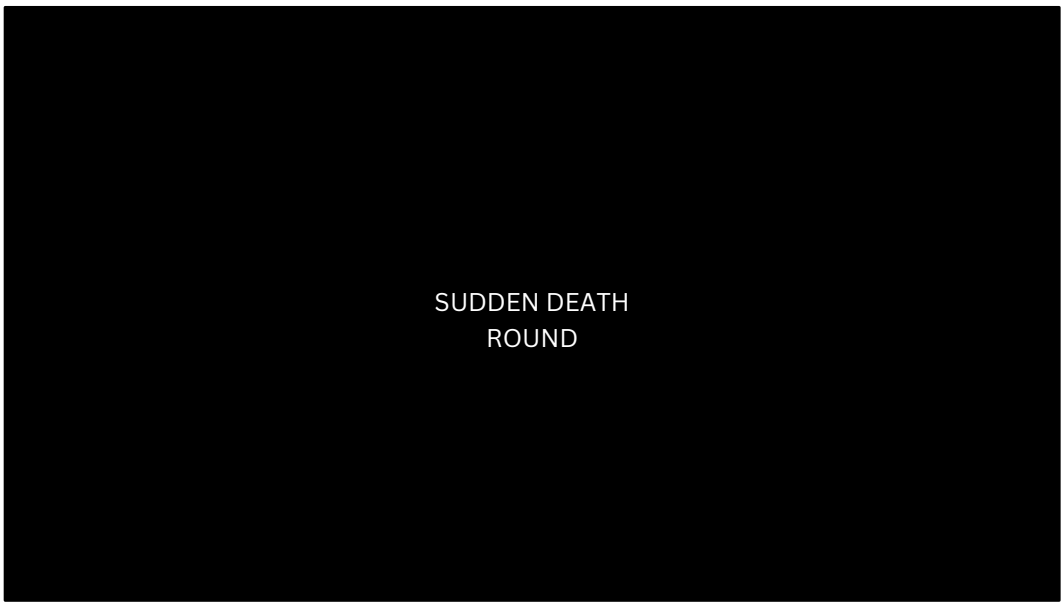
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A new telecommunicator questions a shortcut used by several experienced employees. You've confirmed the shortcut conflicts with current policy. A respected veteran responds, "We've done it this way for 15 years. Maybe learn the job before trying to change it."

A. Direct everyone to follow the written policy immediately, then privately remind the veteran that undermining coworkers is unacceptable.

B. Reinforce the approved procedure, coach the veteran privately, and use the situation to encourage respectful questioning and shared learning.

C. Thank the rookie for speaking up, ask both employees to explain their perspectives, and let Training determine the next step.

Correct answer: B

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A telecommunicator makes a serious dispatching error. The mistake is discovered and corrected, but the incident requires formal review. Before the employee has even received feedback, coworkers are discussing what happened and speculating about disciplinary action.

A. Send the incident to QA, then use a deidentified example in the next training session to prevent similar errors.

B. Stop the gossip, meet privately with the employee, and provide corrective coaching before deciding whether formal review is necessary.

C. Address any immediate safety issue, follow required reporting and QA procedures, coach privately, and stop the gossip without exposing the employee.

Correct answer: C

A: Appropriate learning and review, but it doesn't explicitly address the immediate risk or the employ
feedback.

B: Protects the person and provides coaching, but a serious error should not bypass required review c

C: Integrates immediate safety, accountability, confidentiality, and learning without turning the emplo
example.

debrief:
Accountability doesn't require an audience.

We can investigate mistakes, correct performance, and protect our standards without turning someb
the center's entertainment.

One of your strongest telecommunicators has been working significant overtime because of staffing shortages. Recently, they've missed important details, made several unusual errors, and seem increasingly withdrawn. Other employees say they're exhausted, but the employee insists they're fine.

A. Discuss the specific performance concerns privately, assess whether the employee can work safely, arrange relief or support as needed, and establish follow-up expectations.

B. Reduce the employee's overtime, encourage time off, and monitor performance for improvement after they've had an opportunity to recover.

C. Begin a structured performance improvement process, document errors, and remind the employee that wellness resources are available.

Correct answer: A

A: Responds to the actual errors, possible impairment, workplace conditions, and continuing responsi performance.

B: Recognizes the workload problem and the need for recovery, but doesn't adequately address today performance concerns.

C: Creates accountability and offers resources, but may treat a potentially systemic workload and fatig individual performance problem.

debrief:
Sometimes the employee needs coaching. Sometimes they need relief. Sometimes they need both. B contributed to the problem, we can't pretend the entire solution belongs to the employee.

Your center pilots a new call-processing procedure. The data shows faster processing with more complete information, without a corresponding increase in errors. Leadership approves the change. Several respected veterans argue that the old way worked fine and refuse to embrace the new process.

A. Pause implementation temporarily and involve experienced staff in refining the change so they have meaningful ownership.

B. Implement the approved change on schedule, direct supervisors to ensure compliance, and track the resulting performance metrics.

C. Proceed with the approved change, explain the evidence, provide practical coaching, address specific safety concerns, and monitor QA results.

Correct answer: C

A: Engages experienced staff, but gives generalized resistance the power to delay an approved, evider improvement.

B: Maintains standards and measures results, but misses the implementation support and two-way co for sustainable adoption.

C: Maintains the standard while treating experience, feedback, training, and QA data as resources for successful.

debrief:
Experience should inform change, not automatically prevent it. We owe people an explanation, traini opportunity to raise legitimate concerns. We do not owe every outdated practice permanent immuni




"On Survivor, when someone gets voted out, your chances of winning might improve.

But in our communications centers, when somebody goes down, the rest of us have to find a way to p

We don't win because somebody else loses. We win because we figure out how to succeed together.'




Give one practical example:

a newer employee makes a mistake during a difficult call.

What does a healthy, accountable response actually look like?

The objective is to connect burnout prevention with sustainable standards, not to suggest that being
poor performance.




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What does a healthy, accountable response actually look like?

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poor performance.




This needs to be the theatrical high point of the entire session.

Remember the large envelopes that were given to each tribe at the beginning of the game?

They each contain part of the final puzzle.

You announce the ultimate challenge. The remaining tribe and returning fire-maker attempt to assem onstage.

But something is wrong.

They're missing pieces.

Some are in the possession of the people who were eliminated.

Stop the challenge. Give the room a few seconds to figure out what's happening.

Then deliver the twist:
But this is Season 51. And if Survivor has taught us anything, it's that you should always expect a twist.

I have some news for you.

Everybody is back in the game.

Drop your buffs.

Everyone switches to a unified ONE TRIBE buff. The eliminated tribes rejoin the challenge.

They bring the missing pieces.

Together, they complete the giant puzzle and reveal the shared mission.




The right response to The right place with The right information In time to make a difference.




Different groups have different contributions. Some carry hard-earned knowledge. Others carry new p
know how to lead. Others know how to challenge the status quo.

A culture doesn't get stronger by getting rid of everyone who thinks differently. It gets stronger by ret
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Think about what it took to get here. Some of you had pieces other people couldn't see. Some of you with them.

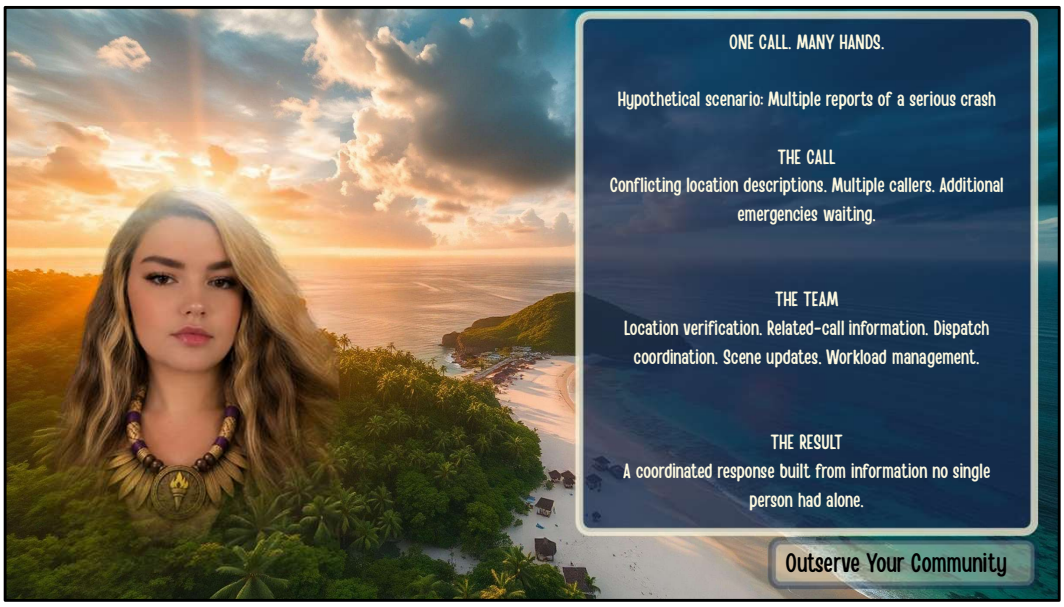
Some of you weren't even allowed to play until we realized we needed you.

Now imagine that puzzle isn't a game.

Imagine it's somebody's worst day.

Because in our communications centers, that's exactly what happens.

And the caller doesn't know who was on what tribe, who won immunity, or who had the best alliance




A caller reports a serious crash on a rural road. They're scared, they're confused, and they're strugglin where they are.

The telecommunicator works to establish the location and gather the information responders need.

Meanwhile, another employee answers a related call. This caller gives a different road name but desc landmark.

Someone recognizes the connection and shares that information.

The dispatcher gets updated details to responding units. The supervisor helps manage the surge in ca center can keep functioning.

Depending on how your center operates, those tasks might be handled by two people, four people, o working together.

And here's what matters: none of them had all the information by themselves.

Then ask one question. Don't open it up for a lengthy discussion.

What happens to that response if somebody is afraid to speak up because they might get embarrassed?

Or if someone refuses to listen because the information came from a newer employee?

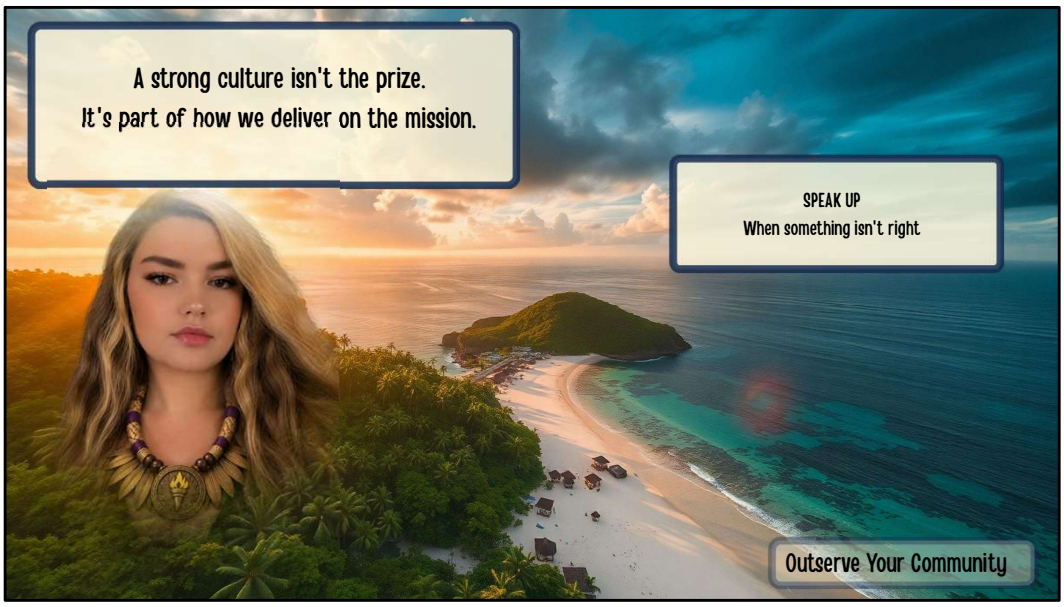



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I want to be careful about something. We're not saying that everybody has to be happy every minute provide excellent service.

That's not realistic. That's not how public safety works.

We're saying people need to be able to trust one another, ask questions, make corrections, get suppo other accountable.

We need experienced employees who share their knowledge, new employees who aren't afraid to co who understand that protecting their people and protecting performance are not competing responsi

Because this isn't about building a center where everybody gets along all the time.

It's about building a center where people can work together effectively, especially when things get dif

The ultimate win is the service we're able to provide to our callers, responders, and communities.




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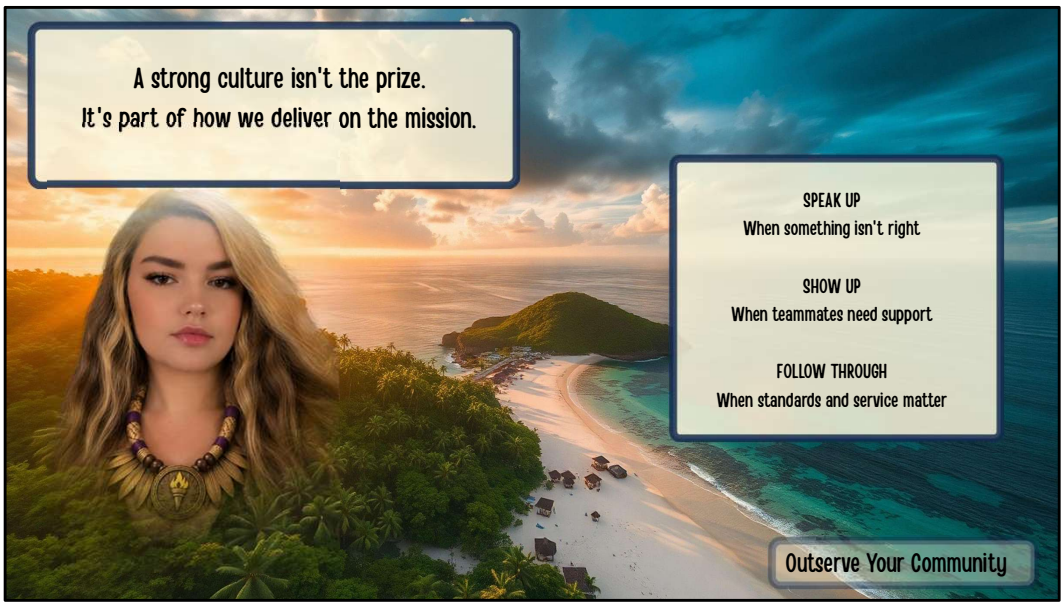
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Each call may be handled by one person.

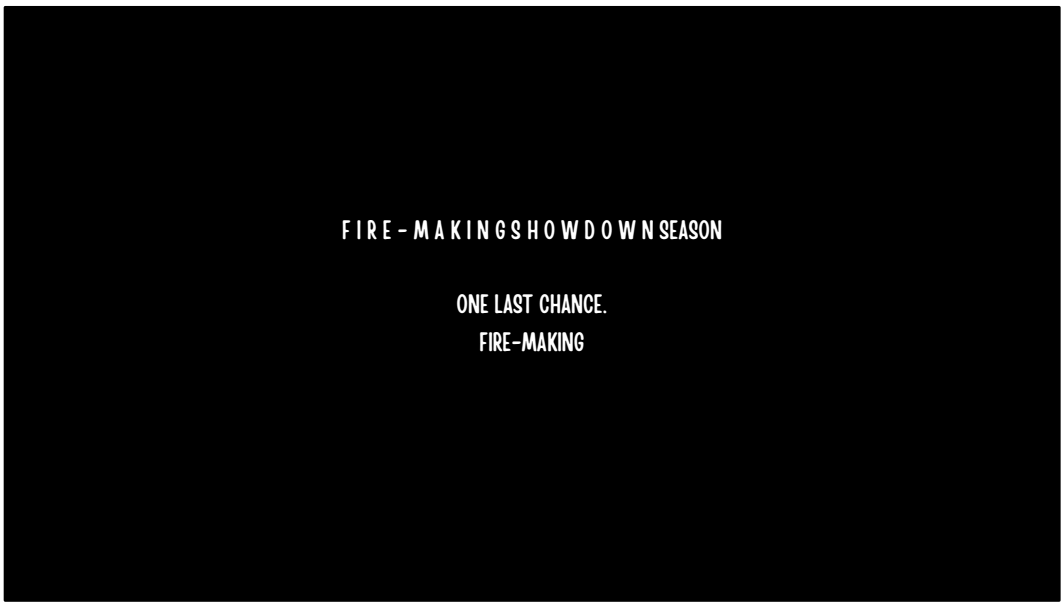
Each decision carries individual responsibility.

But that person depends on training, teammates, supervisors, shared information, functional systems supports doing the job well.

The bigger message here isn't simply that happy people provide better service:

It's that people who feel supported, respected, connected, and accountable are better positioned to compassionate, effective service.

internal culture affects what callers, responders, and the community experience.




This should feel like the dramatic finale of a season, compressed into five minutes.

First, announce that the two tribes without immunity have been voted off. Instead of leaving the roor their seats, temporarily unable to participate.

Their torches are symbolically snuffed. Their tribal flags are lowered.

But there's one last chance.

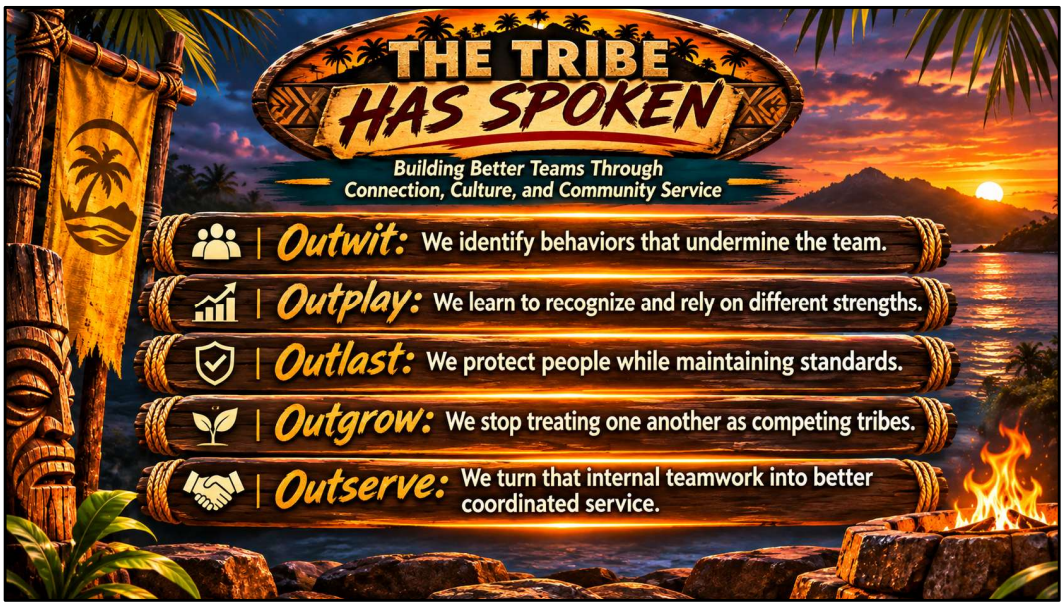
Each eliminated tribe selects one representative to compete in a short, safe fire-making challenge. Ins contestant races to assemble a small flame-shaped puzzle at the front of the room.

The winner earns an individual return to the game.

Only one person, though. Not their whole tribe.

And that is important to what happens next.

You've rewarded someone for winning individually, but you've also removed almost everyone who helped that person get there.




You spent the last hour trying to prove your tribe was the most important. But the caller doesn't care on. They care whether someone answers, someone responds, and someone helps. Nobody wins this

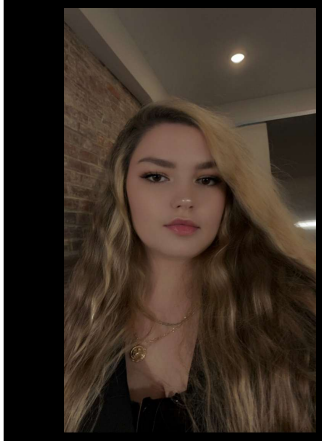

THE TRIBE HAS SPOKEN
SEASON 911
WHEN YOU GO BACK...
WHAT WILL YOU VOTE OFF?
WHAT WILL YOU PROTECT?
WHAT WILL YOU BUILD TOGETHER?


THE TRIBE HAS SPOKEN.


QUESTIONS?


THE
TRIBE
HAS SPOKEN.
Nobody wins this game alone.








THE
TRIBE
HAS SPOKEN
Building Better Teams Through
Connection, Culture, and Community Service
powered by dot.