

Resiliency in 911



Marquetta Ricks
Training and Compliance Coordinator

Resilience



“The process and outcome of successfully adapting to difficult or challenging life experiences, especially through mental, emotional, and behavioral flexibility and adjustment to external and internal demands.”

-American Psychological Association

Traits and Characteristics of Resilience

**Mental
Strength**

**Emotional
Strength**

Perseverance

Flexibility

**Problem-
Solving**

**Survivor
Mentality**

Mental Strength



Emotional Regulation



Perseverance

- **Staying the course.**
- **Remaining committed to the end goal.**
- **Being persistent during difficult times.**
- **Having strong willpower.**
- **Self - Development**

Flexibility



Problem - Solving

$$n! \left(1 - \frac{1}{1!} + \frac{1}{2!} - \frac{1}{3!} \dots \pm \frac{1}{n!} \right)$$

to be best in any
point of view.

Survivor | sə'va:
remain alive or
lives through a
affliction; "the
what is the

Four “S” of Resilience

Support

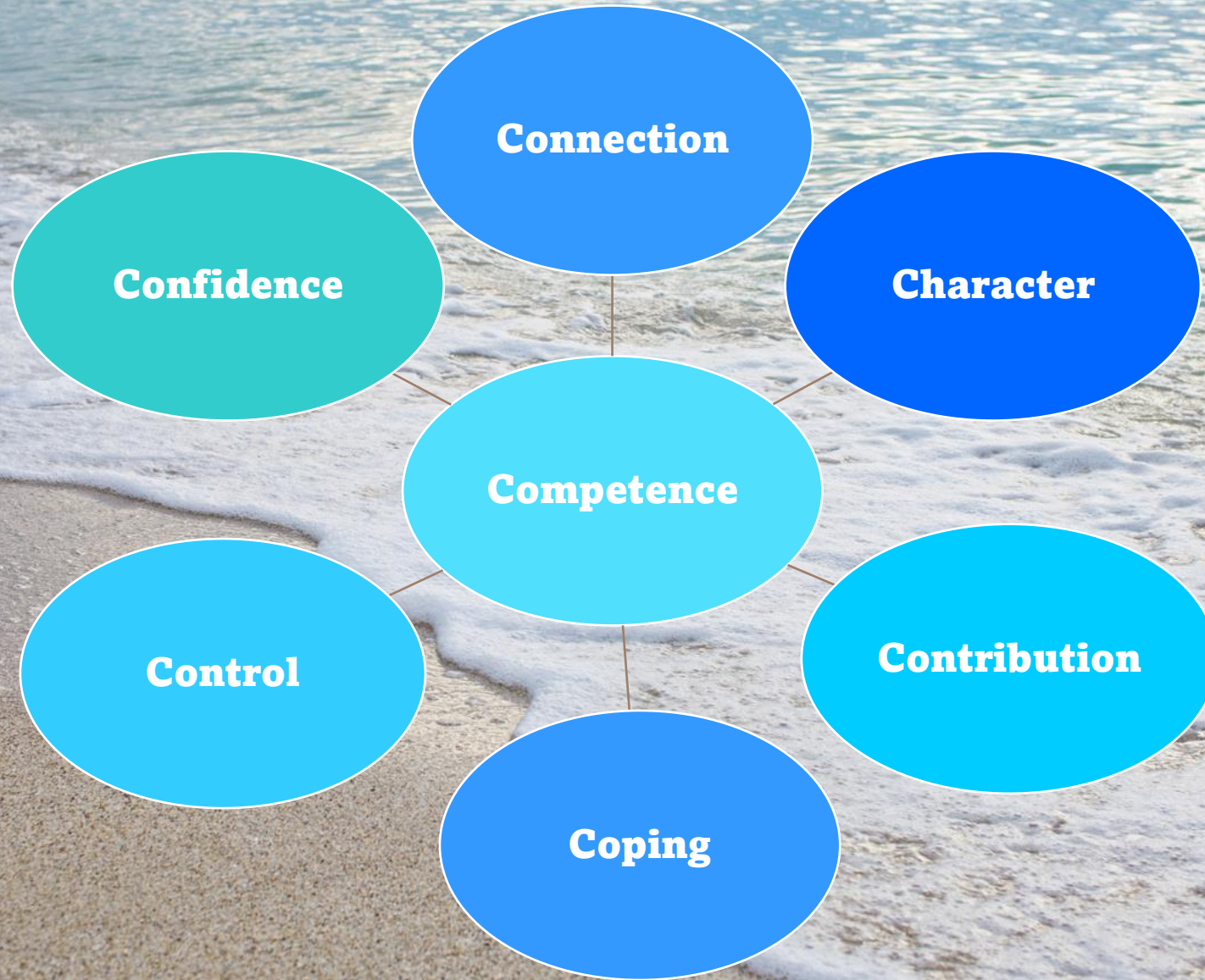
Strategies

Sagacity

**Solution-
Seeking**



Seven “C” of Resilience



What Does Resilience Look Like in 911?



**Resilience Looks
Like
YOU!!**



Resilience Looks Like ME!!



**911 Telecommunicator/CTO at
City of Norfolk Emergency
Communications Center 2005**



**911 Telecommunicator at
Raleigh-Wake Emergency
Communications Center
2017**

**Rehire/Promotion to Training &
Compliance Coordinator at Raleigh-Wake
Emergency Communications Center 2023**

NEW HIRES & PROMOTIONS

Congratulations!

Training: Marquetta Ricks

I was a 911 Telecommunicator and Trainer in my hometown Norfolk, VA for 12 years. I relocated to Raleigh and was a 911 Telecommunicator at RWECC for a total of 5 years. Before returning to RWECC, I was employed by the State of North Carolina as a Telecommunicator with the Department of Adult Corrections Special Operations Intelligence Unit.

THANK YOU

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