

## Advanced Morale You CAN Do It!

**Public Safety  
Training Consultants**

**Instructor - Kevin Willett**

800-348-8911

[www.pstc911.com](http://www.pstc911.com)

E-mail [Kevin@pstc911.com](mailto:Kevin@pstc911.com)

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San Diego, California

## Advanced Morale You CAN Do It! PSTC HAND-OUTS

go to  
[www.pstc911.com](http://www.pstc911.com)  
click on student  
resources  
click on nena 2009

### PSTC- Who Are We?



- We are quickly becoming America's most popular in-service training provider.
- We travel anywhere in the nation to provide our great quality training.
- We are a POST Certified Training Provider
- All of our trainers are dispatch professionals!
- **We believe that customer service is #1!**

### PSTC – Who Are We?

- We specialize in training for the operational side of your dispatch center.
- Classes include a wide variety of POST 1-day classes including:
  - "In-Progress"
  - "Being the Best"
  - "Building your 9-1-1 Liability Shield"
  - "Customer Service the 9-1-1 Way"
  - Crisis Communications
  - School Violence – Lessons Learned

### PSTC – Who Are We?

- We also provide Stress Management Training and specialized classes like “Mission Critical Communications”, CTO Workshops, Progressive Supervision Workshops and MANY more!
- Hosting is easy and you earn free seats in the classes you host.
- We are very proud members of NENA.
- All classes allow you to receive CE credits!

### Thanks NENA and Cal-NENA

- National NENA has always been a supporter of PSTC and 911 CARES
- Cal-NENA board members and volunteers should get a smile and a thank you for the hard work it takes to put this conference together. The keynote speaker is evidence of how Charley and his team work for you!



**SUPPORTING EVERYDAY HEROES**

[www.911CARES.com](http://www.911CARES.com)

**911 CARES!**

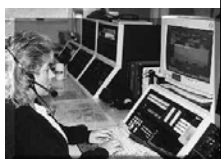
- In the past 4 weeks, we have raised over \$4,000 for the national law enforcement wall
- Yesterday, we made a pledge to help the Lee Foundation

## Morale - Why it Matters...

You heard it during Tuesday's speech:  
Nathan Lee said that he "respected our industry and the passion we bring to it"

What is the nexus between passion and professionalism?

What is the nexus between complacency and failure?



Why does one dispatcher or team do a great job and another dispatcher or team keep you "up at night"?

## LEADERSHIP



## Essential Skills of a Leader

You have the power at any level

- Good Listener
- Ethical (being the best)
- Consistent, solid work
- Fair
- Gives Recognition
- Champion of the Team



### How Big is Thy Ego?

- When someone on your team starts to “build a name for themselves” (in a positive way), does that threaten you or someone at your agency?
- History of Red E. Fox
- 911 CARES example
- How did these affect morale?

### Doing the Right Thing!

- Reward Excellence
- Look for Successes
- Be Proud of your Team
- Remediate “issues” with a positive spin. (re-train, remediate)
- How well do you KNOW your people?

### Morale Example

- Think proactively
- Act dynamically
- Give me an example of the last time you publicly cheered for your dispatch team? Be Specific



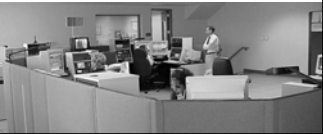
### Quality Improvement

- Quality Improvement and mentoring programs help you set and meet the quality bar.
- Please work hard to keep a coaching environment.
- You know what it's like when you are “under the microscope”.

### Manage by Wandering!

**Get out there and visit, chat, wander and fill a cup of coffee once in awhile!**

**Set your timer for a walk!**



### Being The Best

What do you do to encourage your staff to "be the best"



### FUN Ideas

- What have you done?
- What have you heard?
- What keeps you from doing more?
- Financial issues? Creativity?



### An Environment of Morale (Good Morale)

- Appreciation Input
- Celebrate the baby steps (yes, I know "it's their job")
- Institute a policy of "fixing, not whining"



## Rewarding Excellence

- Eye to Eye
- Pat on the Back - really!
- Notes, Letters, Commendations
- Rewards, Toys, Gifts
- Parking space, long lunch break (I know- what breaks...)
- A smile is a gift you can give again and again.
- BE SINCERE - BE FAIR!



## DAILY Recognition!

- In addition to seasonal recognition, it's even more critical to provide recognition and appreciation on a daily, ongoing and sincere basis.
- Celebrating the successes of individuals and teams within the public safety field should be a daily goal. After all, their success is ultimately your success too!

## Be a Part of the BIGGER Picture

- Let's not allow the "oh, woe is me" attitude
  - Adopt a family at a local shelter
  - Volunteer
  - Offer help to the Denise Amber Lee Foundation
  - Get involved with NENA
  - Provide public education for local schools and groups
  - What else?

## Day to Day Appreciation

- Bulletin Board
- Get Responder and Co-worker Input
- Great Tapes Idea in Break Area
- Have a PRAISE Box or some way for co-workers to bring greatness to your attention



## Rewarding the Profession

- Second Week in April
- September 11 = 9/11/ =9-1-1
- Picnics
- Awards Events
- Dispatch Appreciation Dinner
- Press Release
- Proclamation
- Buttons - goodies - gift certificates
- Gifts



## Just do it!

- These techniques will be your guide to success. Give them a test drive-PLEASE!
- Share your ideas and successes with us.
- Set realistic expectations
- Reward your “heroes” and hard workers
- Administrative support is an **expectation** you must reach every day!



## Share your successes!

- At PSTC we are committed to quality dispatch training.
- We are proud to share customer and student success.
- E-mail me or call me with your successes!  
[kevin@pstc911.com](mailto:kevin@pstc911.com)  
Phone: 650-591-7911 x-102
- Thanks for “doing the right thing”!

## Host a PSTC Class!

- Contact us today or call us anytime to host a PSTC class. We offer dispatch specific training for your 9-1-1 Professionals.
- Our classes include: Crisis Communications, Surviving Dispatch Stress, School Violence-Lessons Learned and Customer Service the 9-1-1 Way!
- Call us at 800-348-8911!