

I Refuse to Smile!



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**Advanced Moral e
 You CAN Do It!
 PSTC HAND-OUTS**

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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!



911 CARES!

- In the past 4 weeks, we have raised over \$4,000 for the national law enforcement wall
- **Today, I have a challenge for you!**






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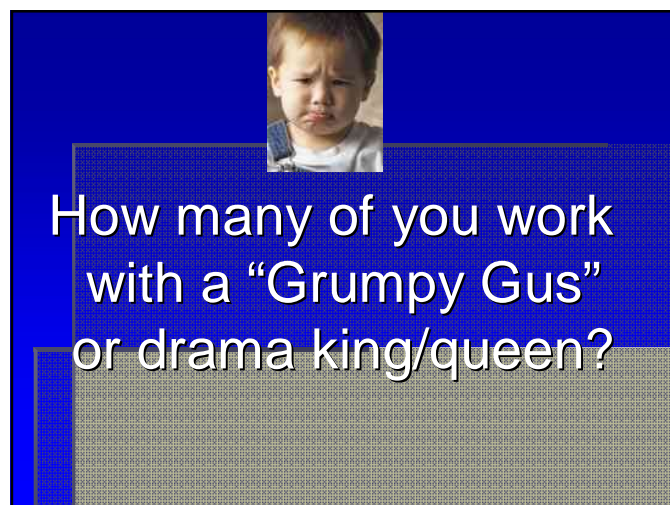
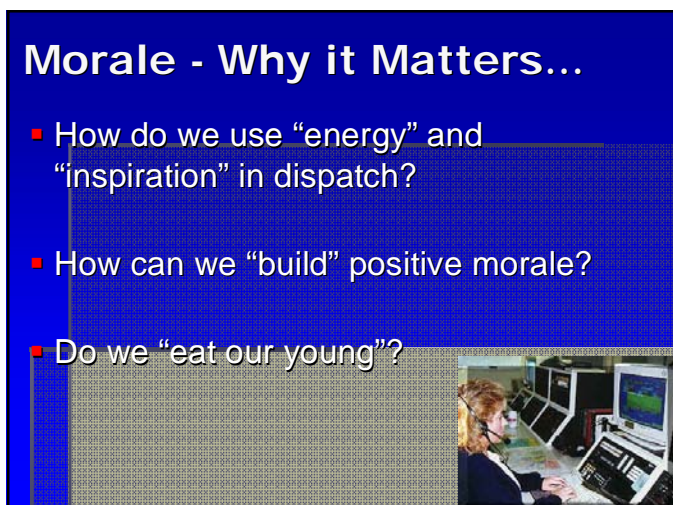
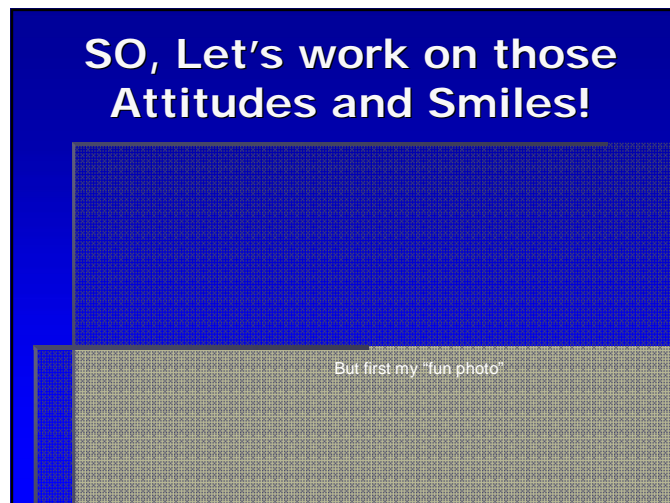
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Can we agree that we are sometimes
“our own worst enemy”?

- Bad attitudes are contagious
- How honest can you be with your co-workers without starting a “fight”.
- Does negativity at work cross into your home?



When did some dispatchers
lose their pride of
workmanship?

Is it really generational?

How much are WE to blame?
-It's time for an “adult chat”?

Problems “Lying in Wait”

- ◆ Poor Supervision
- ◆ Under-trained staff
- ◆ No “360 evaluation”
- ◆ Snoozers
- ◆ Non-compliant “freelance” dispatchers
- ◆ _____

Problems "lying in wait"

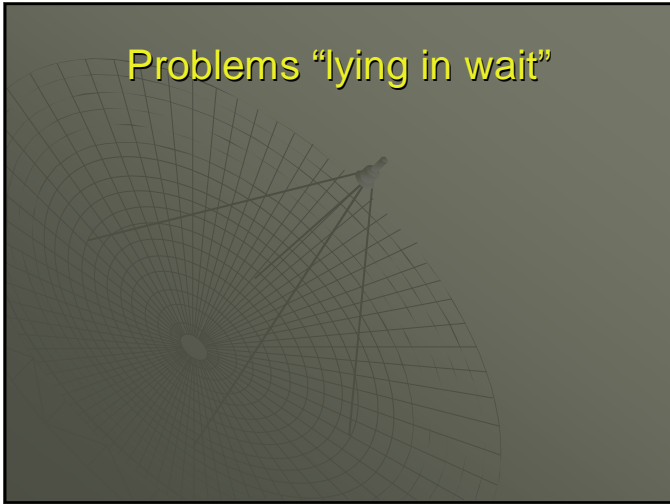
Woman Dies after non-response!

Two Pawtucket (RI) fire dispatchers have been fired for their handling of 911 calls last month from the woman's husband and a neighbor, telling them the victim was bleeding from a dialysis shunt in her arm. The 53 year-old woman was dead when EMS and fire units arrived about 20 minutes after the first 911 call. The state attorney general's office said the dispatchers committed no crime and he won't prosecute, but city officials fired Sean Mooney and Christopher Jeffrey, both with less than a year of experience. The victim's family have now filed suit in the amount of 4.1 million dollars!

Problems "lying in wait"

Sex Toys and Booze in Dispatch


- ◆ NORRISTOWN — A Montgomery County 911 emergency dispatch supervisor was fired and as many as five emergency dispatchers are facing disciplinary action following an on-the-job gift exchange in December that featured bottles of liquor and sex toys.



- ◆ **GRAND RAPIDS** -- Seven members of the Grand Rapids police force are no longer with the department, after City Manager Kurt Kimball fired three and four resigned for their roles in an on-duty sex scandal.
- ◆ Kimball announced the firings Thursday morning at GRPD headquarters, and also confirmed two emergency dispatchers and two officers resigned before their termination hearings last week.

Be an Unofficial Leader

- Voice Inflection
- Voice Control
- Sincerity
- Respect
- Talk to the field responders
- Invite them into dispatch
- Take yourself lightly and the honor of your job seriously!



Courage is the main quality of leadership

Walt Disney

Don't Fear Your Title!

- Supervisor
- Trainer
- Lead
- Manager/Director
- Watch Commander



Doing the Right Thing!

- Reward Excellence
- Look for Successes
- Be Proud
- Remediate "issues" with a positive spin (set goals/expectations)
- How well do you KNOW your people?

Is Someone Planting Bombs in Your Center?

- In every dispatch center there is the official and unofficial power figure.
- This can also apply to various shifts and teams.
- What do you do to "manage" these individuals?



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 to bring SMILES

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



An Environment of Morale (Good Morale)

- Mean Spirited Gossip Stops Today
 - It's NOT OKAY.....
- Appreciation Input
- Celebrate the baby steps (yes, I know "it's their job")
- Institute a policy of "fixing, not whining"



An Environment of Morale -Line Level Reminders-

- THANK your team members that "do the right thing"
- Peer pressure is powerful. If someone is heading down a dangerous path, let them know. It may save everyone some drama.



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!

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

