9-1-1 Center Culture: A Strategy for Personal and Organizational Success

Course Description
For better or worse, every PSAP has a culture, and everyone in the organization plays a part in the development and effectiveness of the culture. By bringing your beliefs, attitudes, and actions to work every day, you are contributing to that culture, positively or negatively. Attend this course to identify how workplace culture affects productivity, efficiency, and effectiveness, as well as what you can do to ensure your PSAP’s culture is one that empowers everyone to do their best. You will learn about the organizational structures and behaviors that define culture and gain the leadership, communications, and wellness strategies that can be used by everyone in the organization to improve all aspects of employee satisfaction and performance.

Course Objectives
1. Define the communication culture of your 9-1-1 center.
2. Recognize Stress/Anxiety markers.
3. Identify aspects of mental health & the impact of your center has on you.
4. Examine pathways of negative behavior and how to change the paradigm.
5. Analyze how communications influences our relationships.
6. Develop tools to improve your response to negative people.
7. Discover and employ tools for improving and maintaining a positive attitude in the PSAP.

Course Audience
This course is designed primarily for 9-1-1 Center Telecommunicators, Supervisors, Center Training Officers, Center Managers and Directors.

Course Prerequisites
None

Course Materials
NENA provided course manual.

Student Expectations
All electronic devices are to be turned off or set to silent before the start of class. Students are expected to act in a professional manner, participating in the course, be courteous to the instructor(s) and your fellow participants. When applicable, students are expected to pass the final exam with a score of 73% or above.
Classroom Etiquette
The classroom is a forum for the exchange of ideas. During the course of the term, questions and/or statements may be made that can and will stimulate different points of view. Everyone has the right to express himself or herself and to be heard. Responses to varying opinions will be respectful and responsible. Class participants will treat their classmates with dignity and respect, both inside and outside the classroom.

Attendance Policy
NENA offers all participants certificates of completion for our courses. Attendance is critical. Therefore, no more than 10% of the class time may be missed. It is strongly suggested that participants missing any time contact the instructor and make suitable arrangements to pick-up missed materials.

Academic Integrity
The National Emergency Number Association (NENA) supports a strict policy on academic integrity. Participants are responsible for their own work, including preparation of papers, presentations, and taking any examinations that might be part of the course work. Cheating and plagiarism will not be tolerated and a certificate will not be issued.

Course Schedule

<table>
<thead>
<tr>
<th>#</th>
<th>Unit of Instruction</th>
<th>Hours</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Course Introductions</td>
<td>.5</td>
</tr>
<tr>
<td>2</td>
<td>How you see me?</td>
<td>1.0</td>
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<tr>
<td>3</td>
<td>Five Universal Truths</td>
<td>.5</td>
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<tr>
<td>4</td>
<td>The elephant in the room - Defining Culture</td>
<td>1.0</td>
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<tr>
<td>5</td>
<td>Communication Center Stressors</td>
<td>1.5</td>
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<tr>
<td>6</td>
<td>Mental health &amp; A.L.G.E.E.</td>
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<tr>
<td>7</td>
<td>Generational Differences – Interpersonal skills</td>
<td>1.0</td>
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<tr>
<td>8</td>
<td>The New You - creating change – Colors</td>
<td>1.5</td>
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<tr>
<td></td>
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