

## **Managing Stress via the Management of Emotions, Communication & Time (Public Safety Tele-communicators)**

This six-hour course teaches principles and practices of effectively managing stress anger & fear that are unique to Public Safety Tele-communicators. Course will teach participants to be emotional Intelligent, develop critical thinking and effective communication skills, maximizing time, energy & efforts, and to understand the role and risks of the first responder in addition to the role of the Tele-communicator.

This course is designed for Public Safety Tele-communicators that are experiencing moderate to severe levels of job related stress resulting from workplace communication breakdowns, emotional meltdowns, overwhelming workloads and inefficient thinking, habits and practices. The student handbook designed for this course is a learning tool that will ultimately become a personalized resource guide that can be referred back to by the student.