



IT'S TIME to Join Jim Marshall and tap into...

# The Power of 9-1-1 Peer Support™

## Praise for "Peer Support"

"Loved all the training & support to move our center into a better direction for peer support."

"As usual for Jim Marshall classes, the people attending the class really drove the content and material. Makes learning more realistic and easier to apply to the workplace."

"Great class and really felt I learned many great ways to support coworkers and family who are struggling. Thanks!"

"Good info. Really opened my eyes in dealing with crises in our center."

## DATES & LOCATION:

Hosting Opportunities are available to PSAPs in and beyond the U.S.

Visit our website to view current dates & locations

## TO REGISTER:

E-mail:  
info@911training.net

On-line:  
www.911training.net

Phone:  
231-622-1600



*"This was the best training I've been to – every dispatcher should take it!"*

**No one 'gets' the life of the 9-1-1 Pro like a 9-1-1 Pro.** When the combo of stress from work and home piles up, even the best and most seasoned dispatchers can struggle. And more and more of our PSAPs have experienced major traumatic experiences they just didn't know how to face. But what happens when you, as a PSAP family, are prepared to come alongside each other as you travel through these hardships? You can prevent burnout, improve morale, and help your peers feel encouraged and desire to stay on board. Who knows—you might even help save a fellow 9-1-1 Pro's life!

...**Now you know *The Power of Peer Support!***

## Here's what you'll experience in this unique course...

- Learn the importance and power of 911 Peer Support for the dispatcher and the center's daily life together
- Discover how practicing Peer Support can decrease toxic, draining gossip and boost more positive energy in the comm center
- Get equipped to come alongside peers so they will feel truly heard and respected
- Gain psychological knowledge and personal readiness to offer peer support
- Understand the benefits & limitations of lay peer support, what it is and what it is not
- Clarify the critical importance of confidentiality and how to honor it in complicated situations
- Learn when & how to refer and guide peers to professional assistance

## About the Course Instructor

Jim Marshall, M.A., L.L.P., is the Director of the 911 Training Institute and a leading voice in the 9-1-1 industry for dispatcher wellness. He has been a licensed mental health professional for over 30 years. Jim is co-editor of *The Resilient 9-1-1 Professional: A Comprehensive Guide to Surviving & Thriving Together in the 9-1-1 Center*. Jim's courses, presentations, pilot projects, and published works equip 9-1-1 telecommunicators and their PSAP leaders to achieve optimal health and performance as people and organizations in the evolving 9-1-1 center.



- **Class fee: \$229 per person**
- **SNC Approval: MCI 201511A; Module II(d) or Module III (Michigan)**