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## About Me

My objective is to provide science-based training on different wellness-specific topics, emphasizing a holistic approach. I aim to challenge and change long-standing stigmas and beliefs surrounding the idea of being a first responder while maintaining personal well-being. My intention goes beyond merely educating; I strive to foster personal growth among individuals, which in turn promotes collective growth and positively impacts the entire agency's culture. Ultimately, this transformation leads to enhanced morale and higher retention rates within the organization.

I hold several certifications, including Advanced POST instructor, ENP, CTO, Academy instructor, and I am a Subject Matter Expert (SME) in first responder wellness, Cumulative PTSI, and CLETS. Over time, I have had the opportunity to lead breakout sessions at regional and national conferences such as NENA, APCO, Navigator, CalNena, Gold Line Support and the California CLETS Users Group (CCUG).

In my approach to teaching, I strongly believe in student-centered learning and applying adult learning theory to encourage active engagement with the material. By adopting this method, I aim to enhance information retention among my students, making the learning experience more effective and impactful.

# CLASSES | OFFER

**Cumulative PTSI in a Dispatch Environment** - Cumulative PTSI significantly impacts emergency dispatchers, affecting their physical, mental, and emotional well-being in the long and short term. This can lead to reduced life satisfaction, low morale, and decreased work motivation, causing staffing retention issues. Students will learn to identify and mitigate Cumulative PTSI's negative effects, in order to make informed choices to reduce their occurrence and impact.

CalOES ATA/POST certified

In Person Versions: 2hrs, 4hrs

Web Version: 2hrs

**Leading Without a Title** - Believing we need official titles to effect change or lead is a common misconception. This session emphasizes individual responsibility, mindset, emotional intelligence, communication, and mentoring. With these skills, students can improve their environment, boost morale, create a healthier workplace, and increase retention.

CalOES ATA/POST certified

In Person Version: 2hrs

**Help for the Headset - Realistic Wellness** - We often reach a critical point of experiencing emotional and mental fatigue at such levels that we stop caring about making the right choices for ourselves. Too often we are told to be healthier without any guidance or we are given extreme choices to make that don't account for the nature of this job. This course will provide realistic wellness goals that will allow you to be the best dispatcher you can be, by being the healthiest and most resilient person you can be.

CalOES ATA/POST certified

In Person Version: 2hrs

Web Version: 2hrs

**How To Make Teaching CLETS Fun** - This course teaches students multiple ways people learn, enhancing training experience and increasing retention. It focuses on adult learner characteristics and tailoring training accordingly. Students engage in group activities and create engagement methods for their agency.

POST certified

In Person Versions: 2hrs, 4hrs, 8hrs

**The items listed below have a duration of approximately one hour each. They can be combined to create a longer training session if needed, extended to be longer than an hour if desired, or adjusted according to the specific preferences of the agency:**

**Undoing the Damage of the Compartmentalization Culture** - First responders adopt a culture of compartmentalization, suppressing the impact of their job and experiences. This has led to immense stress and unacknowledged trauma injuries. Listening to our bodies is vital to reduce further stress and trauma.

**Training - It's Not Them, It's You** - With staffing shortages at a critical high, we must reexamine dispatcher training for better retention and investment. Focus on trainees' learning methods rather than trainers' approaches. This session explores adult learning methods and theory, emphasizing the need to train our trainers and promote mentorship and work community inclusion. Let's shift the training mindset for long-term agency benefits.

**Stress Cycles and How to Complete Them For Healing** - Stress is commonly talked about in our profession, but what does it actually mean for our bodies and minds? Understanding stress cycles is crucial as they contribute to overwhelming feelings and long-term issues like PTSD and stress injuries. Completing these cycles is essential to feeling safe and reducing the impact of chronic stress on our bodies. Our brains are adaptable, so with practice, we can learn to identify and effectively complete stress cycles, promoting healing.

**Morale Boosters - From Ideas to Implementation** - In this session, we'll address the staffing crises and wellness neglect in our control centers, and explore practical, cost-effective ideas. We'll discuss necessary supplies, their procurement, and create a manageable "booster" calendar.

**Learning and Training Can Be Fun For Everyone!** Let's embrace Adult Learning Theory (ALT) to improve training effectiveness. Instead of traditional lecture and PowerPoint, we'll make it engaging for both trainers and learners to boost information retention and staff engagement. Let's shake things up and have some fun while learning!

# CLASSES | OFFER

**The Four Fs of Stress/Trauma Response** - Understanding our brain and body's stress responses is crucial in a dispatch center where we constantly cycle through stress. We know about Flight and Fight responses, but Freeze and Fawn are equally important. This session will cover both physiological and psychological aspects to help mitigate stress and trauma injuries. Lack of knowledge and fear of seeking help can worsen stress and impact overall center morale and retention. Let's learn and support each other to improve our quality of life

**Fostering a Revolution: The Power of Coaching and Mentoring in Shaping Healthy Dispatch Environments** Establishing a dual foundation of coaching and mentoring holds the potential to revolutionize the often toxic work environment. Coaching, built on the belief that individuals are whole and creative, aims to demonstrate how this perspective translates into the workplace. Meanwhile, mentoring provides personalized support, guiding dispatchers through the challenges of being a first responder. Together, these approaches enhance performance, ensure ongoing investment, and prioritize the well-being of those committed to this calling, fostering resilience and adaptability. The result is a supportive control room environment, leading to improved morale and staff retention

**Emotional Intelligence - the Foundation of a Healthy Dispatch Center** - Emotional Intelligence is the cornerstone of a thriving dispatch center. Recognizing and understanding both personal and others' emotions fosters a mindful pause between triggers and reactions. This skill transforms often toxic dispatch atmospheres. It reveals strengths, weaknesses, and focus areas, empowering students to take responsibility for actions and emotions. Equipped with self-awareness, they cultivate a positive work environment, demonstrating the transformative impact of Emotional Intelligence

I eagerly look forward to the opportunity to teach and empower your first responders, supporting them in their journey towards a healthier and more fulfilling professional life.

For inquiries and bookings, contact me at:

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