

TRAINING FOR SUCCESS

We integrate a unique business perspective into our version of a “CTO” course. The program takes a fresh new look at training and offers new techniques and proven methods which have been designed to improve the engagement of trainees. Whether you’re a new trainer or someone that’s trained countless employees, everyone will benefit from this course. Successful businesses use the philosophy of ROA, which means evaluate based on the Results-of-the Activity. If you believe your trainers are critical to your entire organization, you must provide them with the right tools to be successful. With the astronomical cost of recruiting, hiring, and training everyone should want to look for competitive changes & improvements to make your program more efficient and successful? Do all CTOs follow the same guidelines, rules, and policies? Is your daily or weekly documentation clear and offering motivation to continue or demotivating? Let us show you how to focus on the most important issues and help create a more successful training environment.

THE BUSINESS OF LEADERSHIP

Like a lot of people, you probably thought leadership was all about rank, title, and position within an organization. This is traditional thinking. We believe leadership is a VERB based on someone's actions, too many believe "leadership" is a NOUN based on someone's title. True Leadership is more about your interactions, it's about doing what is right, not what's popular. Our specially designed leadership course provides proven techniques, and methods to become a successful leader no matter your position or title. With four decades of real public safety experience in numerous leadership roles, we've seen what unsuccessful leaders can do to a team, and we've also learned what characteristics make a great leader. This unique course provides every rank & position with a renewed sense of identity, purpose, and skill. Using our specialized methods of discovering your motivation, maintaining a positive attitude, and developing a willingness to accept challenges you'll become a successful and effective leader. We will empower and engage you to be the best leader possible and use all available resources you may already have in place. Finally, we will inspire you to leave a lasting legacy of positive leadership that others will remember and emulate.

DOING TIME IN DISPATCH

Some dispatchers may unjustly consider their workplace like a jail, bad morale, no windows, and on-going staffing issues, this is specifically why we designed this course. It is our unique approach to improving morale, restoring pride, by reminding you that just because you're “doing time in dispatch”, it doesn't need to feel like a punishment. Remember the excitement, and anxiety you had after applying for the job, attending the interview, and finally being hired, we do? What happened after a year or two, have you lost pride and loyalty for the job that you struggled to get, and for the agency that actually chose you out of so many other applicants. Are your best people checking out because they don't feel like they're part of a team? Tired of “that's how we've always done it?” We'll show how a new perspective will encourage everyone to work together to restore pride in this awesome profession. Remember you're not just “Doing Time” you're making a real difference.

EXPECTING THE UNEXPECTED

Many training courses focus on the highly predictable and probable events we may encounter as a public safety professional. However, this may not be sufficient to prepare those in 911 for those unexpected or exceptional situations they may actually encounter. This training course was designed after decades of real public safety experiences and will offer realistic, practical, and proven techniques for responding to and handling a variety of emergency or unexpected incidents. Topics include incidents involving sinking vehicles, hybrid vehicle hazards, kidnappings, home invasions, active & school shooting situations, officer involved shootings, and homeland security issues.

Over the past few years there's been varying degrees of social unrest, some have even targeted police stations, and other public safety facilities, including Communications Centers. If you've never prepared for an incident at or near your center, you should add it to your Emergency Operations Plan. We approach this unusual topic from three important aspects: personal, professional, and emotional preparedness, and readiness, including improving situational awareness techniques. This specially designed class offers many suggestions for personal security and safety measures before you even leave your home.