

Dispatchers: Career Resiliency

DVD-ROM Video

Multimedia I.D. Number: **267**

CPT Hours: 2

DVD Shipping Date: 09/10/15

A dispatcher's approach to a phone call can literally be the difference between life and death. What dispatchers do is incredibly valuable, but is often incredibly difficult and stressful, too. The purpose of this video is to get dispatchers thinking about how they can make a difference to their career, work environment, and mental health-- and also to start a dialogue about what the job is, and what it could be.

The goal of this program is to increase dispatchers' awareness to the many challenges of the job and show ways to avoid the pitfalls so that dispatchers may enjoy a long, healthy, well-adjusted career.

Segments include:

- Introduction/Overview
- Uncontrollable Factors
- Controllable Factors
- Communication
- Taking Care of Our Own
- Management and Supervision
- Final Thoughts

The DVD-ROM video program offers two viewing modes and printable instructor and trainee documents:

Facilitated Group Course

Each segment features a short introduction, followed by scenarios with related questions and activities to assist in facilitating a group discussion. The facilitator has the option to play subject matter expert comments after the discussion to re-emphasize a training point or to ensure all topics are covered. A "Facilitator Guide" document (PDF) is included on the DVD-ROM for printout from a computer.

Informational/Individual Viewing

This viewing mode allows an individual trainee or a small group of trainees to view the training video without formal (classroom) facilitation by an instructor. Features the same scenarios and questions or activities as the "Facilitated Group Course" track. Individual viewers may view sample group discussions, followed by comments from subject matter experts that reiterate and reinforce the teaching points. A "Student Workbook" document (PDF) is included on the DVD-ROM for printout from a computer.

Additional "how to" instructions for facilitation and obtaining CPT credit are included on the main menu of the video.



Video Program Guide

California Commission on Peace Officer Standards and Training