



Essentials in Communications

A Two Part series (8 hours)

PART 1: This course leaves 9-1-1 Telecommunicators, Dispatchers and Supervisors with soft skills and resources to improve and manage ongoing Situational Stress and reduce the long term impacts of crisis related tension while developing a rewarding, thriving career in Public Safety.

- ✓ Health & Wellness
- ✓ Leadership Best Practices at any level that serve to reduce bickering & negativity
- ✓ Coaching vs discipline; Peer support tips & techniques
- ✓ Improving breathing, emotional strength and coping skills
- ✓ Elevating shift morale using character based communications

PART 2: When stress and wellness is managed, professionalism improves. This course provides the skills and training for telecommunicators and dispatchers to use in planning a rewarding career path in any tenure, new hire to senior veterans.

- ✓ Understanding, learning and appreciating multigenerational behaviors and communications
- ✓ Preparing each other for achieving desired promotions, certifications and education
- ✓ Planning long term Career Path goals, branding & reputation management

The goal of this series is to support a healthy and stable work environment through individual improvement, encouraging 100% presence at the positions and Quality of Service on the phone and radio for the community that you serve.



MOETIVATIONS

An organization dedicated to Public Safety

Maureen Dieckmann, CEO & Founder

With over 25 years of technology solutions, people management and relationship building experience, Maureen Dieckmann delivers leadership programs, professional coaching, and communications best practices with energy, humor and real world examples.

Maureen has spent much of her career training & leading teams in public safety technology, creating partnerships and solutions for 9-1-1 agencies and vendors nationwide. Born into a family of officers and first responders, Maureen became a study of communications at a very young age, mastering the art of change management and character skills training.

Founding Moetivations, Inc. in 2011, Maureen quickly became a nationally known Public Safety motivational speaker and communications business

strategist. She inspires responders & communications teams to cope better, embrace change, problem solve, and see life from a new and refreshed perspective.

An executive coach, wife and mother of two young boys, Maureen happily serves your community, as an advocate for women and children managing several non-profit groups.

Moetivations, Inc. teams use wisdom and tact in order to inspire the burned out to thrive rather than survive, to welcome the younger generations and to enjoy being an 'old dog learning new tricks'. *Don't live on the island of suck!!*

- Whatever you do - It should matter
- Whomever you talking with - be professional
- Whatever your work is – care enough to make a difference

THE GOOD THAT YOU DO WILL COME BACK TO YOU

- Communications Excellence
- Encourage Health & Wellness
- THRIVE!
- Create Change Agents
- Social Media Best Practices
- Improve Community Feedback
- Increase Staff Retention
- Reduce Workplace Bullying
- Improve Morale
- Conflict Management
- Leadership Collaboration