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Multimedia ID | **303**

CPT Credit | **2**

Meets Mandate | **NA**

Format | **Online**

## VIEW THE VIDEO

To access this video online, visit the [POST Learning Portal](#).

## VIEWING MODES

### Facilitated Group

#### Course Viewing

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 show subject matter expert comments after the discussion. A "Facilitator's Guide" document (pdf) is included for this viewing mode.

### Informational /

#### Individual Viewing

This viewing mode allows an individual to view the training video without classroom facilitation by an instructor (but features all of the same segments as the "Facilitated Group Course" track). Individual viewers view sample peer group discussions, followed by comments from subject matter experts that reinforce the teaching points. A "Participant's Guide" document (pdf) is included for this viewing mode.

## ABOUT THIS VIDEO

This training program is designed to enhance the ability of California's Public Safety Dispatchers and their supervisors in recognizing common issues affecting dispatchers' well-being while identifying meaningful steps toward continued personal and professional wellness.

Program segments include a general introduction and definition of wellness, recognizing trauma, the role of personal and organizational leadership in dispatcher wellness, coping and resources, and a special section highlighting a simple, yet effective, breathing exercise useful to those in high-stress professions.

The program uses video scenarios with storylines that dispatchers will find familiar, including a case study of a significant event. Several segments utilize sensitive and very direct scenarios to expose the difficult challenges dispatchers often face when their personal and professional lives seem to run parallel. These combine with subject matter expert commentaries to provide dispatchers and their supervisors with valuable information and resources useful in achieving and maintaining overall health and wellness.

## VIDEO CONTENTS

### Overview

#### Scenario 1 – What is Wellness?

The Newcomers - While typifying some of the reasons many come into this profession, new staff in the communications center reveal how the job may impact attitudes and perception over time.

#### Scenario 2 – Trauma

Domestic Violence Call - The toll of cumulative stress is exposed both during and after a dispatcher's handling of an in-progress domestic violence call. Cumulative trauma's effects are evident and how one may deal with them are shown in this scenario reflective of many dispatchers' experiences.

#### Scenario 3 – Leadership

Debris Flow Case Study - A review of one significant event from a communications center perspective magnifies many of the professional and personal challenges dispatchers and their supervisors face and how both can assist each other with long-term goals and well-being.

#### Scenario 4 – Coping and Resources

Parallels - In this emotionally-charged scenario, we watch with familiarity three stark illustrations of the conflicts that occur when personal and professional lives parallel one another.

#### Scenario 5 – Breathing Exercise

Special Feature - In this segment, a subject matter expert demonstrates a useful breathing exercise designed to assist with the physiological reactions to stress.

### Final Thoughts