

Dispatchers: Career Resiliency

Trainee Name	Date
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As you watch the video, follow along and complete the questions in this guide. You can stop the video and view a section again if needed. The goal is for you to complete this guide and then discuss the material with your designated agency trainer or facilitator.

“Self-speak,” the comments dispatchers make to themselves, is of little importance to how dispatchers view the world and how they project themselves to others around them.

True _____ False _____

There are many uncontrollable factors that are “just part of the job and can’t be changed” for dispatchers. These include all of the following, EXCEPT:

- _____ A. Overtime
- _____ B. Diet and exercise
- _____ C. Limited breaks
- _____ D. Working holidays
- _____ E. Shift work

Most new hires in a communications center are fully aware and prepared for shift work, including having to work holidays, and do so willingly and without complaint.

True _____ False _____

Stress is almost entirely (approximately 80%) a result of the individual’s perception and only minimally (approximately 20%) the outer event.

True _____ False _____

While there are some uncontrollable factors in a communications center, all of the following ARE factors over which we have control, EXCEPT:

- _____ A. Your attitude
- _____ B. Food and drink options
- _____ C. How you answer the phone
- _____ D. Your shift assignment



Should dispatchers accept any responsibility for their own satisfaction with the job or is employee morale and happiness solely the responsibility of the communications center management?

- A. Responsibility of the management
- B. Dispatchers should accept some responsibility

What are some examples of techniques dispatchers can employ during stressful incidents that can help to alleviate some of the stress?

- A. Feel your feet on the floor
- B. Wiggle your fingers and toes to get blood flowing
- C. Be aware of your body, who you are
- D. All of the above
- E. A and C only
- F. B and C only

When supervisors take the time to talk to their team members one-on-one on a regular basis, it can be effective for all of the following reasons, EXCEPT:

- A. It increases the supervisor's awareness of potential problems
- B. It encourages employees to report other employee misconduct in a more informal way
- C. Reduces the stress for when a supervisor needs to talk to an employee regarding a possible incident
- D. It helps to keep the employee on track professionally
- E. The employees get the sense that the supervisor cares about them personally and professionally

In most communications centers, dispatchers often receive praise from both their supervisors and citizens. As such, most dispatchers are comfortable being praised and receive it comfortably.

True False

In the scenario where the dispatcher was caring for an elderly family member who had some potential dementia challenges, in what way did the supervisor intervene?

- A. The supervisor noticed the dispatcher's work quality had diminished and, after discussion with another supervisor, decided to step in
- B. The supervisor was contacted by another employee who urged the supervisor to step in
- C. The dispatcher with the aging parent sent an email to the supervisor notifying her of the situation
- D. During a meeting for an annual appraisal, the supervisor asked how the dispatcher's family was doing



Dispatchers take calls asking for help on a 24/7 basis. It is easy, then, for dispatchers themselves to recognize when they need help and to ask for that help.

True _____ False _____

In the scenario where the senior dispatcher is coaching the more junior dispatcher regarding the stress of handling a carjacking incident, what suggestions did the senior dispatcher give for ways of “fixing me?”

- _____ A. Journaling
- _____ B. Short walks
- _____ C. Letting a supervisor know when you handle a critical incident
- _____ D. Remember to start with “me”
- _____ E. All of the above except C
- _____ F. All of the above except A and C

When dispatchers seek professional help for critical incidents and/or stress, which of the following most accurately describes how this is viewed by other dispatchers?

- _____ A. Normal routine
- _____ B. Somewhat out of the ordinary
- _____ C. Very brave and very out of the ordinary
- _____ D. What should become the new paradigm for all dispatchers
- _____ E. B and D
- _____ F. C and D

In the four-step process for dealing with and resolving stress (acknowledge, express, act, and celebrate) which of the following most accurately describes the “acknowledge” stage of this process?

- _____ A. “Your stress is natural. You’re a normal person having a normal reaction.”
- _____ B. “That was a stressful call for service. Do you feel stress now as a result?”
- _____ C. “After handling a stressful call for service, you must notify your supervisor of the incident.”
- _____ D. As simple as turning to a co-worker and saying, “Wow, that call really stressed me out.”

Because dispatchers get their information verbally through their auditory senses, what happens with the visual picture?

- _____ A. Dispatchers generally stare at their computer console and get no other visual picture
- _____ B. Dispatchers are generally not concerned with the “picture” of what’s happening and pay no attention to this
- _____ C. Dispatchers will fill the picture in within their minds and it will always be the “worst case scenario”
- _____ D. Dispatchers try to fill the picture in for closure and will picture the scene as “fixed”

