



Irvine Police Communications
presents

PEOPLE DRIVEN LEADERSHIP: How the Best 9-1-1 Centers Inspire Positive Change

a 9-1-1 leadership training class
with Adam Timm of

The Healthy Dispatcher 

The best 9-1-1 centers know that the strength of the center’s leadership team defines the culture, how well expectations are communicated, and working conditions for team members. When the leadership team isn’t working as a cohesive unit, the challenging work of 9-1-1 can feel even more difficult. Through interactive exercises and reflective discussion, this training class will give participants the tools and perspectives to increase trust and foster mutual accountability.

Learning Objectives:

- ✓ Understand and apply the leadership style most conducive to success in the midst of fast-paced change
- ✓ Discuss the importance and application of center Mission; Values; Vision; and Code of Conduct
- ✓ Define a clear vision forward for your center, and map out specific goals to get there



Instructor Bio:

Adam Timm began his 20-year career in 911 as a dispatcher for Los Angeles Police Communications Division, where he spent over a decade under the headset. Adam has designed and presented CA POST-certified training classes since 2012. He is the author of three books, including the popular, "Dispatcher Stress: 50 Lessons on Beating the Burnout," and his most recent, "People Driven Leadership: How the Best 911 Centers Inspire Positive Change," is based on case studies of exemplary 911 centers across the US.



JUNE 17, 2024
0800-1700



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FOR QUESTIONS, CONTACT MIKE OR LINDSAY

Click Here to Register: <https://bit.ly/peopledrivenleadership>

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