



911 DISPATCHERS & CALL TAKERS MANAGING STRESS



SRR Training and the Hudson, NH Police Department present: Emotional Survival for Communications Personnel

Recently, considerable attention has been given to the emotional well-being of law enforcement officers, yet one of the most critical links in the law enforcement process remains overlooked. Communications personnel are the first contact for victims needing law enforcement, medical aid, or fire service responses. In many instances, the communicators determine the difference between life and death, yet they are left with only the crisis portion of the story. While officers see the end result, communicators are deprived of that closure, leading to a significant emotional toll that accumulates until it erupts.

Emotional Survival for Communications Personnel will examine the hard facts of the job and provide tips and tools for dealing with 'those calls' that a dispatcher will endure for years. All emergency response personnel are at risk for emotional death, and communicators are no exception. This one-day course will bring the real world into the classroom, giving your communicators the skills and knowledge to recognize the signs of crisis in themselves and their co-workers and the intervention tools to help.

Workshop Content:

- ❖ Predicting the Unpredictable and Managing Stress
- ❖ How does it affect us as dispatchers?
- ❖ Developing and Maintaining a Healthy Lifestyle
- ❖ Why am I feeling the way I am feeling?
- ❖ Personal accountability and the toll that it takes
- ❖ Empowering communicators to do the right thing at the right time
- ❖ Emotional Burnout: Recognizing It in You and Your Colleagues
- ❖ The onset of workplace victimization. "I give them everything and they screw me over."
- ❖ YOU come first, and don't YOU forget it

Cost: \$229.00 per attendee

Where: Hudson Police Department, 1 Constitution Drive, Hudson, NH 03051

When: October 13, 2025

To Register: Please go to www.srrtraining.com and register online

Check-in first: 7:30 AM – 8:00 AM **Class Hours:** 8:00 AM – 4:00 PM

Purchase Orders or Checks sent to: SRR Traffic Safety Consulting, LLC, 7 Marion Avenue, Andover, MA 01810

Inquiries can be Directed to: Chief Reggie Redfern (Ret.) Phone: 413-626-9554 Email: reggie@srrtraining.com

Hudson PD contact: Sgt. Robert McNally, Training Supervisor, Phone: 603-816-2235 Email: rmcnally@hudsonnh.gov

Instructor: Cesar Gracia recently retired as the Director of Public Safety and Chief of Police at East Tennessee State University. From 2015 to 2020, he served as the Dean of Campus Safety Operations and Chief of Police at Lincoln Memorial University. Mr. Gracia is also a full-time Tennessee Peace Officers Standards and Training (POST) certified law enforcement trainer at the East Tennessee Regional Law Enforcement Training Academy. With a total of 32 years in law enforcement, he has held positions including Patrol Officer at the Kingsport Police Department, Special Agent with the Tennessee Bureau of Investigation, Director of the East Tennessee Regional Law Enforcement Training Academy, and Specialized Law Enforcement Training Coordinator. Mr. Gracia is recognized as a Use of Force Expert in federal, Tennessee, and Virginia court systems. He holds numerous certifications from agencies such as TN State P.O.S.T., the Federal Law Enforcement Training Center, the National Tactical Officers Association, Royce Gracie Brazilian Jiu-Jitsu, the Department of Homeland Security, the International Association of Directors of Law Enforcement Standards and Training, the Blackwater Training Center, the U.S. Department of Justice, and the Force Science Institute.