



**Hosted By:**

Whiteside County Sheriff's Office

**Location:**

Whiteside County Sheriff's Office  
400 N Cherry  
Morrison, IL 61270

**May 15th, 2024**

**0800-1200**

**#BeAn Encourager in the Comm Center**

The dispatch industry is filled not only with job related stress and worry, but the stress and worry we experience in our personal lives. Every day we each battle negative feedback and experiences both outside and inside our own heads. We're not alone in fighting these battles though. We each have the power to not only lift each other up, but to provide courage and sometimes invaluable support. During this session we'll dive into why encouragement matters, what type of encouragement fits us best, and how we can encourage others.

**LUNCH BREAK**

**1300-1700**

**Combating Complacency**

It can be easy to slip into complacency when day to day tasks become familiar and almost routine. This can cause dispatchers to become less attentive, thorough, and potentially allow standards to slip. This session looks at how we prepare for the unexpected and maintain our focus despite the ease of complacency



**Halcyon Frank**