

## Stress Identification and Management

Public safety call handling agencies have high burnout and turnover rates. PowerPhone's Stress Identification and Management course helps telecommunicators identify and manage their biggest sources of stress occurring inside and outside of the communications center. This course examines the contributing reasons for critical incident stress and PTSD among call handlers, and the methods used to treat and decrease stress effects.

### Goals

Upon completion of this course, the student will be able to demonstrate the following skills.

1. Explain the distinction between stress and stressors.
2. Explore the causes of stress created by environmental factors, such as sick building syndrome, and the operational factors of stress involved in the job of a telecommunicator.
3. Identify the symptoms of burnout and the impact burnout has on telecommunicators.
4. Describe stress management techniques that the telecommunicator can use to reduce and manage his or her stress level.
5. Discuss critical incident stress and how a critical incident stress debriefing works.
6. Explain Post-Traumatic Stress Disorder (PTSD) including its contributing factors, the recognition of its symptoms and methods for treatment.

### Overview

- Module 1 Introduction
- Module 2 The Dynamics of Domestic Violence
- Module 3 Tactics for Handling the Domestic Violence Call
- Module 4 Sexual Assault and Acquaintance Rape
- Module 5 Courtroom Testimony
- Module 6 Liability
- Final Quiz

## Requirements

This self-paced, online course is part of an ongoing effort by PowerPhone to provide timely and essential learning to telecommunicators on new advisories and procedures important to the PSAP community. After completing all sections of this class, you will need to score a minimum of 75% on the final quiz to earn 8.0 CEUs.

- Desktop, laptop or mobile device
- Speakers / Headphones
- High-speed Internet access
- Internet Browser (Google Chrome preferred)