

Leadership Skills

A leader is more than a box on an organization chart. You are a leader to your caller, your peers and your emergency responders. You can develop your leadership skills by reflecting on the traits of good leaders and recognizing which of your skills need improvement. Leadership begins from within you.

This course explores leadership skills as they apply to telecommunicators and 911 Call Centers. Leadership is a learned skill and comes from power awarded to you by your organization but also from power inside of you. You are a leader, and this course shows you how to develop and apply your leadership skills when responding to callers and in your daily interactions in the PSAP.

Goals

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

1. Define what it means to be a leader.
2. List the three types of power a leader can possess.
3. Explain why the roles of leaders and followers are equally important.
4. Describe how a telecommunicator is a leader.
5. List four common leadership styles and explain how each style can have a role in the PSAP.
6. Identify multiple traits displayed by effective leaders.
7. Explain three proactive approaches a leader can take to minimize problematic behaviors in the call center.

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 1.0 CEU.

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