

Bullying and Harassment in the Dispatch Center

This course explores the different types bullying and harassment incidents that may occur in the dispatch center. It examines why bullies try to exert influence over trainees to see them fail and the methods they use to accomplish this negative behavior. The short-term and long-term effects of bullying spread throughout the dispatch center, eventually impacting most employees. This course offers advice for both the individual and agency responding to bullying and harassment incidents.

Goals

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

1. Describe multiple forms of workplace harassment and bullying that can take place in the dispatch center.
2. Explain various methods a bully may use to harass co-workers.
3. List the effects that bullying has on individuals.
4. Explain how bullying negatively impacts the operations of a dispatch center.
5. Describe appropriate responses for dealing with harassment or bullying in the dispatch 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)