

Managing Conflict in the Dispatch Center

Conflict among people working in stressful environments like dispatch centers is inevitable. If conflict is not addressed, the performance of individuals or the PSAP may suffer. This course explores where and how conflicts arise in the PSAP and offers strategies to address and minimize conflict among co-workers and supervisors.

Goals

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

1. Define conflict and list potential sources of conflict that might occur in the dispatch center.
2. Explain how an individual's motivation and identity goals influence their response to conflict.
3. Describe how body language can influence conversations.
4. Explain the importance of recognizing differences in gender and generation to arrive at win-win solutions to conflict.

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)