



First Contact 9-1-1, LLC

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Team Building Workshop

Many Dispatch Centers wonder how they can improve their team's passion for helping others, increase their motivation, and help build trust and rapport among team members.

First Contact 9-1-1 has developed a 911 Team Building Workshop that helps develop the resources your team needs to succeed!

We'll cover ways to:

- Maintain your common Objectives and Goals by asking: "What is our Mission"?
- Build trust and rapport among Dispatch Team members
- Improve relations with our Customers (citizens, co-workers and department personnel)
- Review the Decision Making Process
- Improve interpersonal communications
- Confront issues in the Center with a positive, proactive spirit
- Manage change in the workplace
- Break down barriers to individual development
- Enhance creativity and innovation in the Dispatch Center
- Foster a motivating work environment



FC911 Instructor Randall Larson

Like all of our FC911 classes, our ***Team Building Workshop*** gives you what you need to know, in a positive and fun environment. We'll use Discussion Groups and Role Playing exercises to examine why teams have conflict, and to give your team credible answers that you may apply as you get home.

And, like all of our FC911 classes, our Instructors know 'The Board' because they work 'The Board'... They know what works, and how to apply it to your organization.

Call our FC911 Customer Care Line at (866) 613.1911, and see how we can make your Center even better than ever!