

Bullying in the Comm Center

Behaviour most commonly associated with children and adolescents, workplace bullying is often mislabelled or even excused or justified. The truth of the matter is, bullying does occur between adults and employees in the communications center are not immune to it. Statistics show that more than half of all [American] workers have either been bullied or have witnessed bullying in their workplace. Join Corinne Begg, principal of Begg & associates, as she discusses behaviours associated with workplace bullying and the effects bullying has on the employee *and* the employer. With over 15 years experience of working in an emergency service directly as an employee and now as a consultant, Corinne provides strategies to overcome bullying in the communications center and creating a healthy work space for all.

Stress Disorders in the Communications Center

It is estimated stress disorders cost Canadian companies over 3 billion dollars each year. In an environment where individuals are exposed to high volumes of stress for extended periods of time, emergency communications centers are even more susceptible to the costs associated with stress disorders. Join Corinne Begg of Begg & associates as she brings awareness and understanding to three common stress disorders found within a dispatch environment: Burnout, Critical Incident Stress and Post Traumatic Stress Disorder. Corinne discusses triggers, signs & symptoms, stress management and when to seek professional help as well as how these stress disorders negatively affect the employer as well as the patients, callers, co-workers and personal lives of those affected. Most generously, she shares her own experience as a survivor of a stress disorder and has impacted audience members from North America and beyond with her deeply moving story.

Tips & Tricks for a High Quality Call Assessment

Based on an article written by Corinne Begg of Begg & associates and published by the National Academies of Emergency Dispatch's The Journal, this presentation focuses on teaching emergency dispatchers how to provide a high quality call assessment. Corinne provides best practice based strategies that help calltakers work their way through their most challenging calls. This is an interactive presentation which encourages participation from members of the audience and is suitable for all dispatch personnel, from supervisors to dispatchers, calltakers, trainers and dispatch quality assurance specialists.

Training with Purpose – The Key to Successful Training

Training in the live environment to become an emergency dispatcher is a necessary yet challenging process for every new employee entering the industry. How the trainer (preceptor) approaches the training and the manner with which they train often makes the difference in the outcome of the student. For this reason, it's essential trainers understand the significance of their own role in the training process and learn how to effectively train their students. Join Corinne Begg, principal of Begg & associates, as she discusses various learning styles, what every trainer can do to provide the very best opportunities for their students and how to lead their students to success by taking a coach-like approach. With over 15 years in an emergency service and as an instructor for the Public Safety Communications program at Kwantlen Polytechnic University, Corinne uses her experience to share various strategies to transform students into confident and competent employees of the comm center. This presentation is intended for trainers, preceptors, training coordinators as well as the up and coming training extraordinaire.