

Improving Your Emotional Intelligence: The #1 Tool for Comm Center Success

September 20, 2019
08:00-17:00

Join **Adam Timm** for this energetic 8-hour training class filled with proven action steps and perspectives to help you communicate better and positively impact your center's culture:

You may think you'd be more successful if callers weren't so annoying. Or if your supervisor weren't such a jerk. Or the work weren't so stressful. The truth is your success is determined almost wholly by the level of your own emotional intelligence. This class explains the critical importance of emotional intelligence and how it applies to your daily work life and provides ways to improve your emotional intelligence immediately.

In this class you'll learn:

- Why emotional intelligence is so important at the comm center
- How to improve your leadership ability, whether a line level employee, instructor, supervisor or manager
- Tools for communicating more effectively during heated exchanges
- The simple change you can make to improve your center's culture

[CLICK TO REGISTER](#)

As a dispatcher for over 10 years, I learned the hard way that the job is much more difficult without the proper tools and perspectives. We've designed our classes with this in mind.

~Adam Timm, Founder/Instructor



"Awesome! Learned so much that is going to help me. I'm 'Angry Wendy' at work, and I really don't want to be. This will help me thrive through the end of my career (31 years, going for 35). Thank you!"

— Wendy S., Tampa Police Dept.



Event Location

Hollywood Blvd Theater
1001 W 75th St
Woodridge, IL 60517

Class fee:

\$30– APCO Members

\$80– Non-APCO Members

FOR MORE INFO AND TO REGISTER, CONTACT:

John Mostaccio

email: ilapcotreasurer@gmail.com

ph: 847-354-1892

website: www.ilapco.org/training