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Description

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This course explores working with and supervising different generations in a public safety communications center with specific emphasis on recruiting, training and retaining Millennials and preparing for the future with Gen Z. A very basic review of wellness is also included in the course as it is imperative we understand the dynamics of stress and create healthy habits to ensure our longevity in our 9-1-1 careers.

Under the instruction provided by a qualified instructor(s) each student will achieve the following learning outcomes:

- Describe the general composition of generations.
- Identify and construct recruitment plans for generations
- Preparing the workplace for Generation Z
- Discovering retention methods for Millennials in the workplace.

CalOES ATA Reimbursement Approvals

If the class is CalOES approved for reimbursement you will receive the branch notification as part of the registration confirmation.

Prerequisites

Current public safety dispatchers or telecommunicators.