



WHAT-COMM

911

READY FOR ANYTHING

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BA, Psychology, WWU

Dispatcher & Trainer 2009-2017

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Emotional Well-being in Customer Service



Strategies for more effective communication.



Recognizing and de-escalating crisis behaviors.



Managing your own stress and maintaining wellness.

Effective Communication

Active Listening

Wants vs. Needs

Justice Based Policing

- Listen
- Explain
- Equity
- Dignity





Active Listening Attitudes

Empathy

Authenticity

Patience

Focus

Suspend judgement

Postpone interpretations



Active Listening Techniques

Mirror/Reflecting
Emotion Labeling
Effective Pauses
Minimal Encouragers
Verbal Tracking
Prompts & Clarifications
Paraphrase

Explain – *How To Say “No”*

Explain

Educate

Offer alternatives

Empathize





Equity – Crisis Stages

Normal: 100% perception/reasoning

Stimulation: 50-75% (teens)

Escalation: 5-24% (child tantrum)

Crisis: 0-5% (toddler tantrum)

De-escalation: post-crisis depression



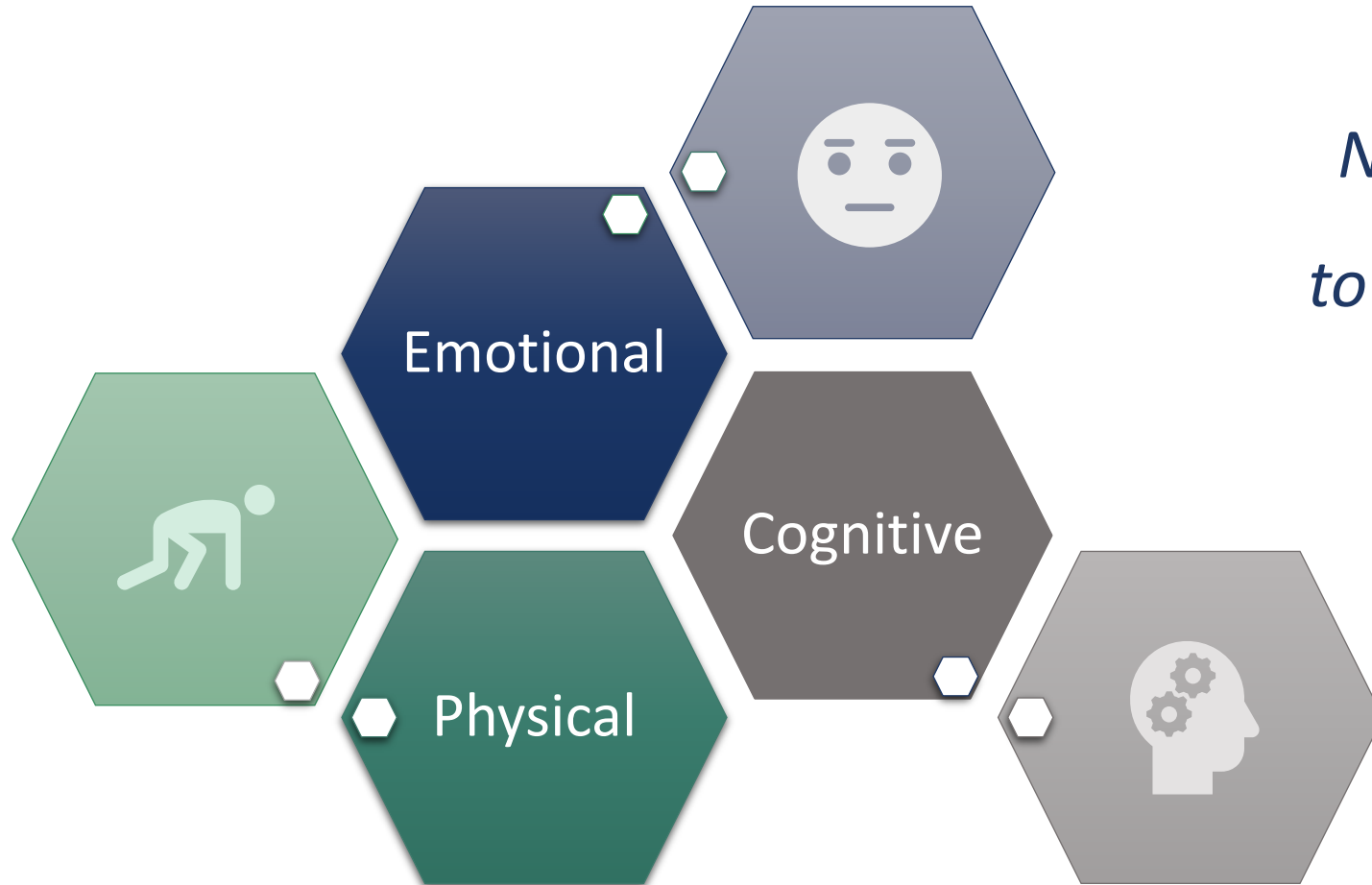
Trauma:

Intense fear, helplessness, loss of control, threat of annihilation.

Common triggers

Common reactions

Critical Incident Stress

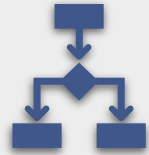


*Normal responses
to abnormal events.*

Dignity – Trauma Informed Care



Safety



Choice



Collaboration



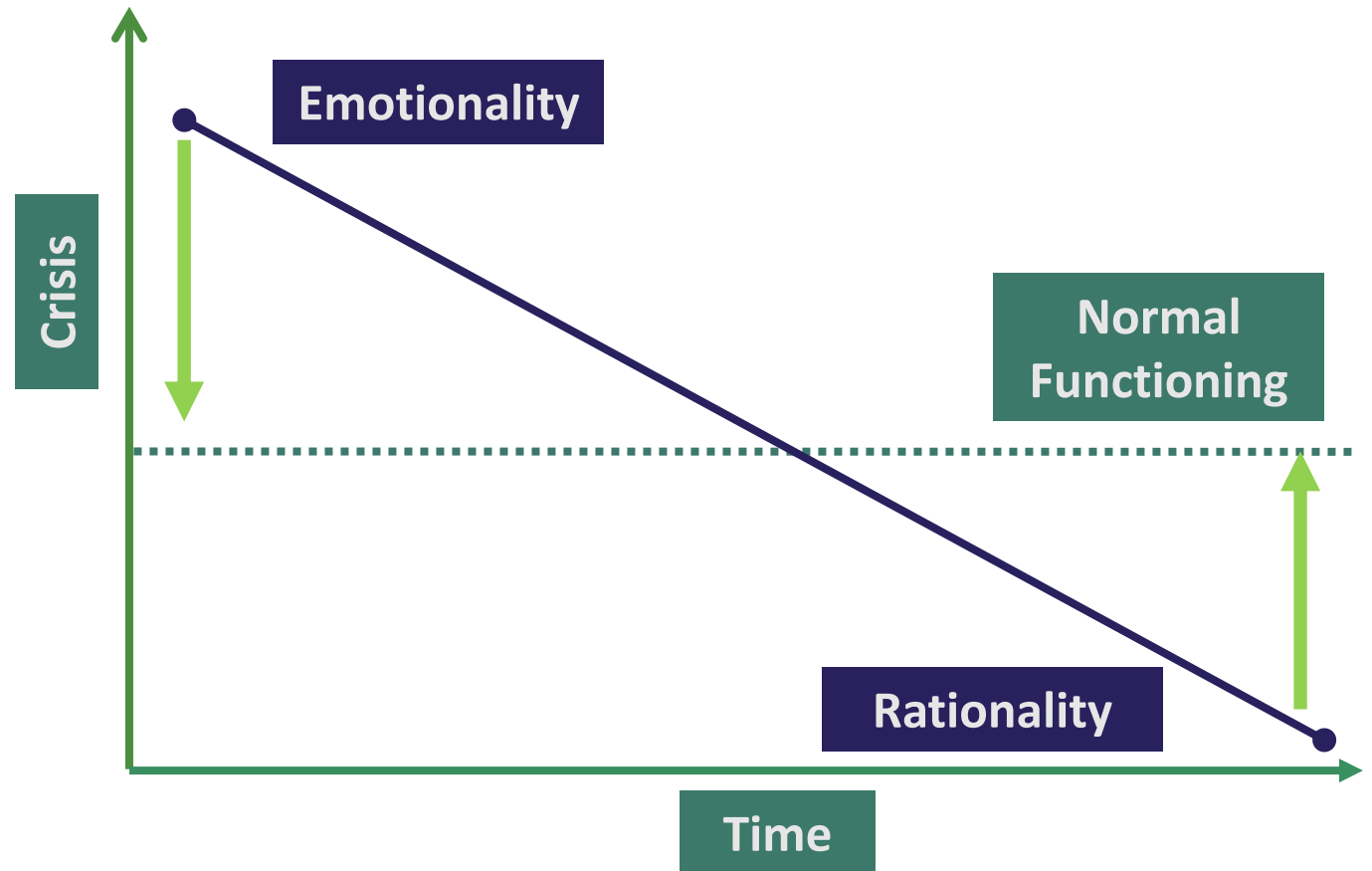
Trustworthiness



Empowerment

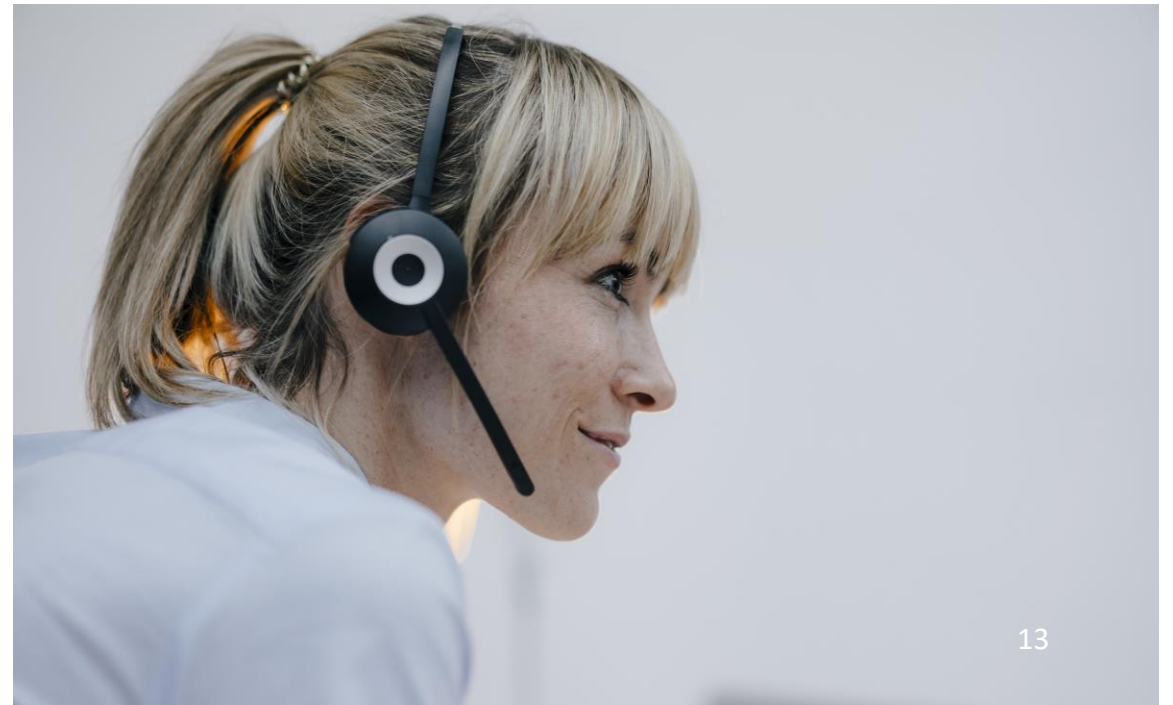
Crisis Cycle Intervention Steps

1. Diffuse intense emotions.
2. Assist in return to normal functioning.
3. Buy time.



Crisis Intervention Steps

1. Diffuse intense emotions.
2. Assist in return to normal functioning.
3. Buy time.
4. Build rapport.
5. Gain information.





Vicarious Trauma

People in crisis will put you in crisis.

When it goes from bad to worse.

Resources for processing.

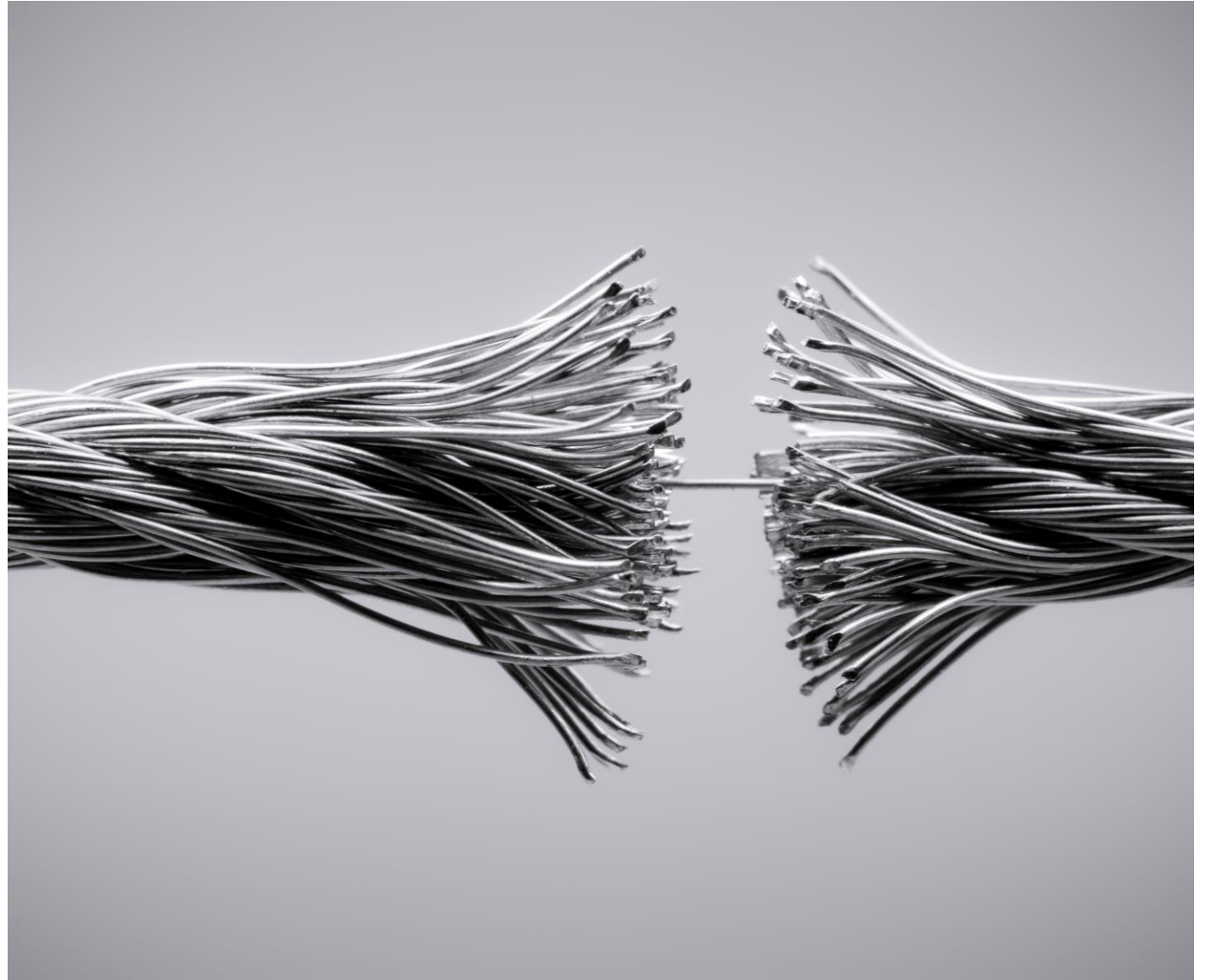
It is OK to not be OK.

Overwhelm

In the Weeds – *I'm stressed, please help.*

Blown – *I'm overwhelmed, please do.*

On-shift crisis intervention





Stress Cycle

Stress is a cycle with a beginning, a middle, and end.

How do you process stress most effectively?

What does burnout or overwhelm look like for you?

Immediate action steps.

Stress Cycle – Speed it up!



Laugh



Breath



Cry



Exercise



Affection



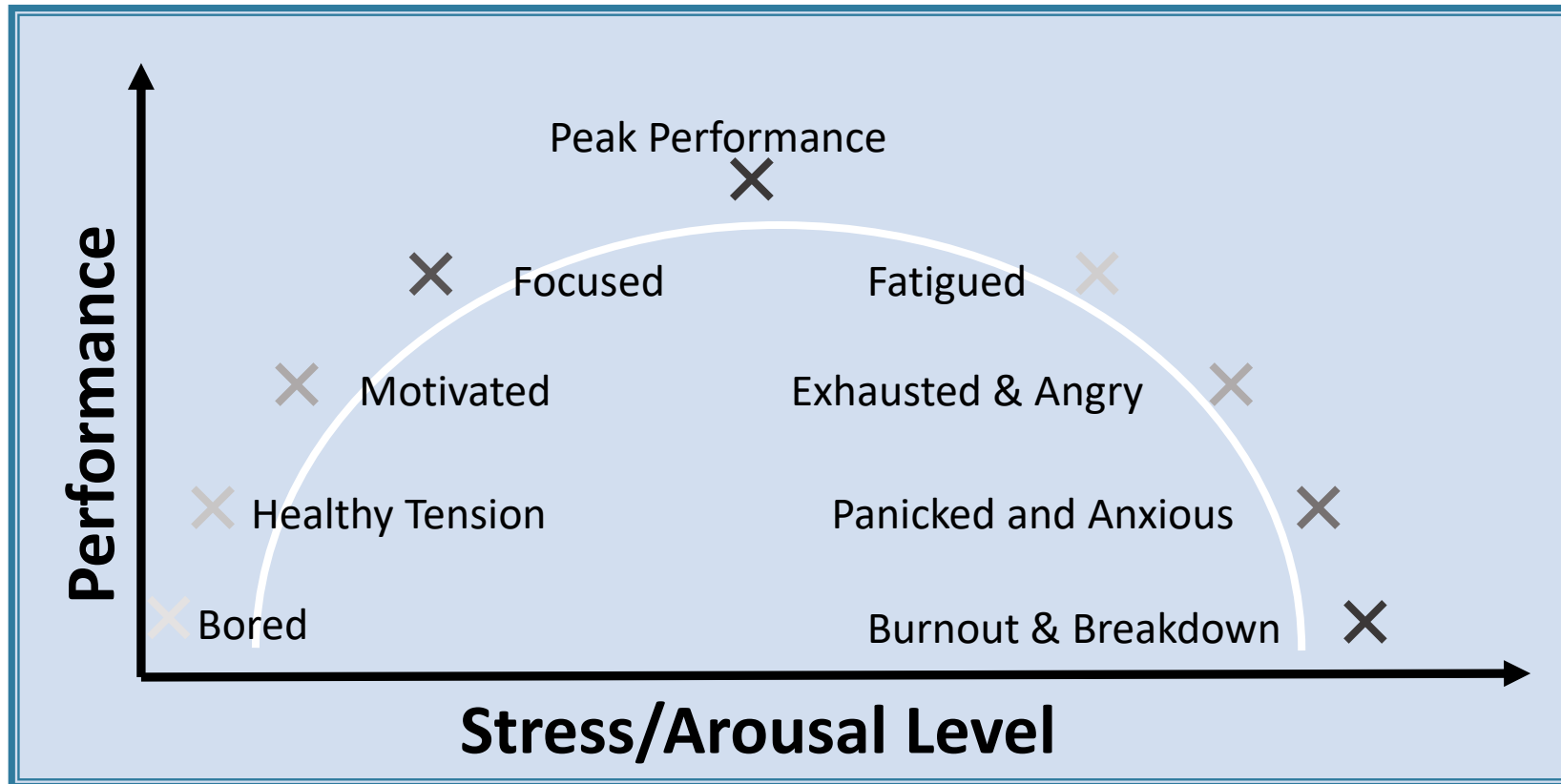
Creative
expression



Positive social
interaction



Stress – its not all bad



Boundaries

Lines people draw to protect their privacy and well-being.

- Psychology Today

Guidelines:

- *This is not my emergency. It is not about me.*
- *The only thing I can control is how I respond.*



**Public Service
is a Team
Sport!**

Suggested Reading:

Anything written by Dr. Brené Brown:

[The Gifts of Imperfection](#)

[Daring Greatly](#)

[Rising Strong](#)

[Braving the Wilderness](#)

[Dare to Lead](#)

[Atlas of the Heart](#)

[Burnout: The Secret to Unlocking the Stress Cycle](#), Dr. Emily Nagoski and Amelia Nagoski

[Start With Why: How Great Leaders Inspire Everyone to Take Action](#), Simon Sinek

[Sleeping Dogs... Ethics in the Workplace](#), George Mazzeo

[The Emotional Intelligence Quick Book: Everything You Need to Know to Put Your EQ to Work](#), Travis Bradberry and Jean Greaves

[The Speed of Trust: The One Thing That Changes *Everything*](#), Steven Covey with Rebecca R. Merrill

[Thinking, Fast and Slow](#), Dr. Daniel Kahneman

[Crucial Conversations: Tools for Talking When the Stakes Are High](#), Patterson, Grenny, McMillan, & Switzler

[People Styles at Work and Beyond](#), Robert Bolton & Dorothy Grover Bolton

[Thanks for the Feedback: The Science and Art of Receiving Feedback Well](#), Sheila Heen & Douglas Stone

Suggested Viewing or Listening:

How to Make Stress Your Friend, *Kelly McGonigal TED talk*

The Happiness Advantage: Linking Positive Brains to Performance, Shawn Achor TED talk

The Art of Listening, Simon Sinek YouTube video

- And many other video posts, podcasts, and presentations from Simon

Dr. Brene Brown TED Talk on the Power of Vulnerability, Atlas of the Heart HBO Special, or Podcasts

How to Trust People You Don't Like, Dr. Adam Grant's Work-Life Podcast

- And many other video posts, podcasts, presentations, or books written by Dr. Grant