

# Enhancing Leadership Skills in 911 Call Centers

A recent survey of emergency centers in the United States revealed that they are experiencing high vacancy rates within their workforce. The top reasons for turnover included: job stress, low wages and scheduling. Survey respondents also indicated leadership, management and culture as causes for resignation.

Three Colorado-based 911 call centers engaged with Emergenetics to mitigate these challenges by training their supervisors to build relationships and trust with staff. Following their Emergenetics training sessions, managers were interviewed to discuss the impact of their learning experience.



## What We Found

**80%** of supervisors reported the training was valuable.

**73%** reported an improved ability to strengthen interactions and relationships by taking into account the perspectives of others.

Overwhelmingly, supervisors reported increased self-awareness and a greater capacity to build trust, noting that:



“I can manage reactions in a more effective way.”

“I have more awareness of trust builders and eroders.”

“I can tailor conversation to the platinum rule.”

“I know how to best approach direct reports and interact in the most beneficial way.”



The managers also gained actionable strategies to improve team dynamics, communication and empathy, reporting that the training taught them to:



Reconsider communication methods to align with others' thinking and behavioral preferences.



Address intent-impact gaps in communication to avoid misunderstandings.



Build trust by understanding distinct approaches and preferences.



Reinforce collaboration by actively seeking out different teammates' perspectives.



Drawing from their experiences, the supervisors became strong advocates for continued learning:



“Ready for 2.0!”

“Nothing like it in 911 – Loved connecting with others outside our centers. ”

“The higher up you are, the more you need it.”

“In 30 years of experience, this training has forced me to consider my perspective.”

**How can you elevate management and leadership skills in your organization? Get in touch!**

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