

# EQ for the Telecommunicator



**October 20, 2025 | 8:00AM-5:00PM | \$239**

Hamilton Township Police Department  
7780 South State Route 48, Maineville, OH 45039

**Who should attend:**

Telecommunicators, Telecommunication Supervisors and others who are assigned call-taker duties.

**Description:**

Due to their unique position, telecommunicators are inundated with constant stress, often without an effective way to release it. The accumulation of stress can lead to burn-out, apathy, increased sick-time or at its peak the on-set of PTSD. The question is how to provide a coping strategy for the tele-communicator to effectively negate the effects of stress? The answer is with Emotional Intelligence.

The practice of Emotional Intelligence through the process of mindfulness provides the tele-communicator with strategies to deal with chronic stress accumulation. Mindfulness is the practical application of self-awareness, self-management, and social awareness; in short, developing mindfulness means developing emotional intelligence.

This engaging workshop provides the tele-communicator with strategies to combat stress, reduce burn-out, re-ignite their "why" and increase their emotional intelligence competencies.

Attendees will leave this class with an actionable plan for relieving job stressors by learning:

- The 5 Pillars of Emotional Intelligence
- Understand the concept of Emotional Contagion
- Identify their individual stress points
- Understand the difference between reacting and responding
- Identifying when tap-out moments should occur
- Why having a pause button is important
- Understand the difference between fixed and growth mindset
- A personal strategy for stress reduction and increasing resiliency

## **REGISTER TODAY: Click Here**

Register before August 20, 2025 and receive 10% off use code **EARLY**

**Instructor:**

Thomas Dworak is a retired Sergeant (31 years) from a suburban Chicago police department where he was the Field Training and Evaluation Program Coordinator and the Lead Defensive Tactics/Use of Force Instructor. Thom facilitates training throughout the country in Field Training, Emotional Intelligence, Leadership and Decision-making. He holds the position of adjunct faculty at the Suburban Law Enforcement Academy at the College of Du Page providing instruction to recruits in defensive tactics and scenario-based training. Thom is a court recognized expert in police practices and use of force. He is a member of the International Law Enforcement Educators and Trainers Association (ILEETA), the International Law Enforcement Trainers Network (ILET), the Small and Rural Police Executives Association and the Naturalistic Decision-making Association.

**It is not the strongest that survive, but those who can adapt to change.**

The Adaptive Way LLC. 9237 Central Avenue, Morton Grove, IL 60053  
847-379-1244 | [thom@theadaptiveway.com](mailto:thom@theadaptiveway.com) | [www.theadaptiveway.com](http://www.theadaptiveway.com)