



CONNECTED BY THE CALL

Stress, Trauma, and Leadership in Public Safety

Presented by

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Mental Health • Law Enforcement • Emergency Communications • Military Leadership • Public Safety Management

ONE CALL. DIFFERENT SEATS. SHARED IMPACT.

Every critical incident is experienced from different perspectives. Dispatchers hear the crisis unfold, make time-critical decisions, and work to protect responders from miles away. Responders in the field move toward that same crisis while managing uncertainty, danger, and responsibility. Leaders guide and support their teams through the incident and its aftermath. **Connected by the Call** brings these perspectives together through real-world experiences, mental health education, leadership discussion, guided debriefs, and public safety scenarios. Participants examine how acute and cumulative stress affect people in different roles and leave with practical tools to strengthen communication, support, leadership, and resilience.

***“The radio connects public safety operationally,
but the impact of the work is often experienced individually.”***

ATTENDEES WILL WALK AWAY WITH

- A clearer understanding of how acute and cumulative stress affect professionals who experience critical incidents from different roles.
- The ability to recognize physical, emotional, cognitive, and behavioral warning signs in themselves and others.
- Practical strategies for managing difficult calls and critical incidents while strengthening communication, peer support, and access to appropriate resources.
- Leadership practices that strengthen trust, psychological safety, communication, and resilience before, during, and after critical incidents.

BUILT FOR THE PUBLIC SAFETY TEAM

Designed for 911 professionals, law enforcement, fire rescue, emergency management, supervisors, and public safety leaders.

Through facilitated discussion, real-world scenarios, and critical incidents, participants examine both the human impact of the work and the leadership decisions that influence recovery.

Real experiences. Practical discussion. Tools your people can actually use.

BRING CONNECTED BY THE CALL TO YOUR AGENCY

Available as a full-day training or condensed workshop.

Contact us to discuss agency training, conference presentations, or customized programs.

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