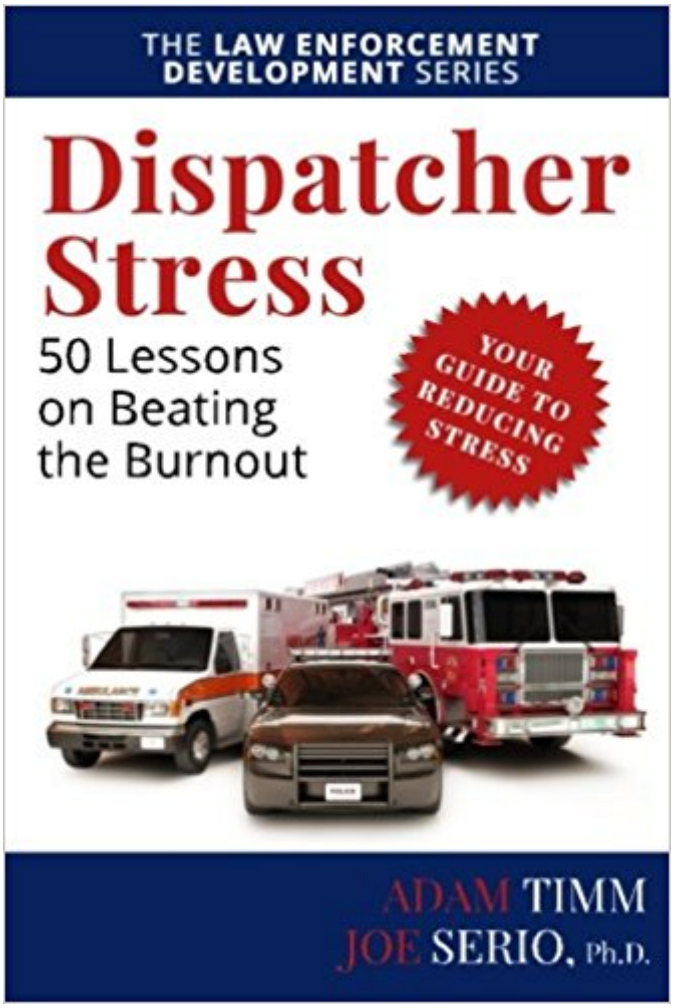
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Dispatcher Stress: 50 Lessons On Beating The Burnout (Get The Nerve)



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Synopsis

Burnout is the state of emotional, mental, and physical exhaustion caused by excessive and prolonged stress. It happens when you feel overwhelmed and unable to meet constant demands. You begin to feel like you have no real control over your jobÃ¢â ¬Â¦or your life. Sound familiar? This is an all-too-common experience for dispatchers, but it doesnÃ¢â ¬â„¢t have to be that way. In this book, Adam Timm, former LAPD dispatcher, and I outline ways you can turn your life around faster than you ever thought possible. When you put the tools and techniques from Dispatcher Stress in place, you will: feel relief from tension, frustration, and insomnia; be free to do the things you really want to do; relax in the midst of the toughest challenges; and experience clarity and peace of mind again.

Book Information

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Customer Reviews

Adam Timm worked for over 10 years as a 9-1-1 dispatcher of the Los Angeles Police Department (LAPD). During his tenure with the Department, he designed and implemented a stress reduction program that contributed to a 45% decrease in sick time usage. He has taught this program to thousands working in the field of public safety, presenting training classes and conference keynote sessions around the country. Adam is a board-certified Stress Management Consultant, stress resilience expert, and the author of two books, including the #1 bestselling Stress Is Optional! How to Kick the Habit and Dispatcher Stress: 50 Lessons on Beating the Burnout. Joe Serio, Ph.D., is the founder of Law Enforcement Development Training (www.LE Dtraining.com), specializing in personal leadership and individual responsibility and accountability programs for officers. He is also

co-founder of The Healthy Dispatcher (www.thehealthydispatcher.com), providing wellness training to 9-1-1 dispatchers. He holds a doctorate in Criminal Justice with a specialization in Leadership and Organizational Behavior. Dr. Joe is a popular conference keynote speaker and trainer at police departments and other criminal justice agencies on leadership topics including positive interaction with difficult people, time management, stress reduction, customer service, managing personal finances, and others. He was the only American to work in the Organized Crime Control Department of the Soviet National Police and was Director of the Moscow office of the global corporate investigation and business intelligence firm, Kroll Associates. Dr. Joe is the author of the critically-acclaimed book, Investigating the Russian Mafia, as well as the founder of The Law Enforcement Development Series, which includes Getting Healthy: 50 Lessons on Fitness for Law Enforcement, Leaving Blue: 50 Lessons on Retiring Well from Law Enforcement, and Dispatcher Stress: 50 Lessons on Beating the Burnout.

Great substance and brings out some really good points.

Authors Adam Timm and Dr. Joe Serio have hit a massively powerful grand slam home run with this Dispatcher Stress book. As a stress relief expert, I have read many thousands of articles and books dealing with stress, anxiety, fear, and the like, and I have to say that this book is one of the best I have ever read which not only nails the subject-matter, but presents solutions to stress burnout stressors in ways that are easily understandable by the average person without the use of gratuitous technical jargon and is simultaneously sensible and practical in its approach.If youÃƒÂ¢Ã â ¬Ã â„¢re looking for a book that will directly address your most serious stressor pain pointsÃƒÂ¢Ã â ¬Ã â •at work and at homeÃƒÂ¢Ã â ¬Ã â •then this is it!How good is this book? Well, if this were football, it would be the equivalent of a star quarterback throwing you the perfect ÃƒÂ¢Ã â ¬Ã Å“Hail Mary PassÃƒÂ¢Ã â ¬Ã Â• which you are able to catch, then you run into the end zone for a touchdown. If this were basketball, this book would be the equivalent of a star point guard throwing you a 50 foot inbounds lob as you race up court, eluding your opponent for the easy layup. If this were hockey, simply put, this book would represent a ÃƒÂ¢Ã â ¬Ã Å“HatÃƒÂ¢Ã â ¬Ã Â• trick! If this were tennis, following the advice given in this book would allow you to "get out of your own way" so that you play shot to shot seamlessly, so that you can serve up an ACE smash as your finally winning point!An unexpected benefit the authors give readers is a simple process for clarifying their beliefs and values. To be honest, this section of the book is worth the price of the book alone! In clear unequivocal steps, the authors are able to

demonstrate to readers how and why their underlying beliefs and values may be in conflict with their stated wishes and desires. They make clear how this can result in various forms of self sabotage including how it can play out as a form of fear of success or the fear of the loss of love or approval.Accordingly, I give this book an unqualified endorsement for the following reasons:First, the authors speak as authorities from the heartfelt space of personal experience which enables you the reader to feel ÃƒÂ¢Ã â ¬Ã Å“as ifÃƒÂ¢Ã â ¬Ã Â• the authors are speaking directly to you and directly addressing your needs as they zero in on identifying and providing you with solutions for your critical pain points. Following their wise advice and doing the exercises allows you to derive the benefits of their approach so you can begin to dissolve the foundations that underlie your fears, anxieties, chronic pain and stress burnout.The book represents a high level form of self care for dispatchers [and others] who are seeking ways to balance their professional career lives with their home lives and beyond. Taking action by implementing the steps and using the suggested stress reduction tools helps you hit the mark so that you begin to experience the healthy well-being benefits of the Relaxation Response. This can mean lowering your blood pressure, having fewer migraine headaches, eliminating road rage incidents, and being able to enjoy your next vacation or time off from the job.Second, although the book is specifically aimed at curbing the ills dispatchers experience, almost anyone can benefit from the incredible assortment of wise advice the authors lay out for readers. In a way, this book is a testament to the value of the school of hard knocks since the authors pull no punches as they let readers know that they too have ÃƒÂ¢Ã â ¬Ã Å“suffered the slings and arrows of outrageous fortune.ÃƒÂ¢Ã â ¬Ã Â• Any reader who has ever experienced a ÃƒÂ¢Ã â ¬Ã Å“pressure cookerÃƒÂ¢Ã â ¬Ã Â• job situation will easily be able to identify with the scenarios and examples the authors provide. The book leaves you with a hopeful, insightful and uplifting perspective as it takes you on a tour of your own psyche so that you can increase the locus of control in your life and reduce your habitual stress levels.Third, two of the most powerful aspects of this book are that changing your thoughts changes your mood for the better as well as the practical tips it gives regarding how to deal with and silence your inner critic. Many of us spend years trying to figure out how best to handle this ÃƒÂ¢Ã â ¬Ã Å“partÃƒÂ¢Ã â ¬Ã Â• of ourselvesÃƒÂ¢Ã â ¬Ã â •that part that calls you ÃƒÂ¢Ã â ¬Ã Å“DummyÃƒÂ¢Ã â ¬Ã Â• or ÃƒÂ¢Ã â ¬Ã Å“StupidÃƒÂ¢Ã â ¬Ã Â• when your mind goes blank during an exam due to being stressed out or when you hit a bad shot while playing golf, ping pong, or tennis; the part that causes you to blow deadlines or not finish projects because they are not yet ÃƒÂ¢Ã â ¬Ã Å“perfectÃƒÂ¢Ã â ¬Ã Â• or because it looks and ÃƒÂ¢Ã â ¬Ã Å“feelsÃƒÂ¢Ã â ¬Ã Â• incomplete; the part of you that forces you to

ÃƒÂ¢Ã â ¬Ã Å“forgetÃƒÂ¢Ã â ¬Ã Â• to ask her to marry you, even though you have the engagement ring in your pocketÃƒÂ¢Ã â ¬Ã â •yet Adam and Dr. Joe shine a bright light on this subconscious ÃƒÂ¢Ã â ¬Ã Å“icebergÃƒÂ¢Ã â ¬Ã Â• of our internal critic so that it can no longer sabotage you:ÃƒÂ¢Ã â ¬Ã Å“A little self criticism is a good thing. It can provide the motivation to improve some area of life, but excessive self-criticism can backfire. ÃƒÂ¢Ã â ¬Ã Å“I need to work out moreÃƒÂ¢Ã â ¬Ã Â• is much different than ÃƒÂ¢Ã â ¬Ã Å“IÃƒÂ¢Ã â ¬Ã â„¢m fat and ugly.ÃƒÂ¢Ã â ¬Ã Â• When the criticism is particularly harsh, you get stuck....What is the inner critic? ItÃƒÂ¢Ã â ¬Ã â„¢s that voice inside your head that wants you to be better, the part that is continually seeking to improve. Your inner critic started out with good intentions.On another level, your inner critic can erode confidence, prevent you from doing the things you want to do, and help push you to burnout....Use this 4-step process to overcome your inner critic and start feeling good today:Step1. Identify what your inner critic is telling you. Acknowledge that this thought process is separate from your real point of view and that this thought loop is not a reflection of reality.Step 2. To further differentiate yourself from the inner critic, write down these thoughts in the second person (as ÃƒÂ¢Ã â ¬Ã Å“youÃƒÂ¢Ã â ¬Ã Â• statements). For example, a thought like ÃƒÂ¢Ã â ¬Ã Å“I canÃƒÂ¢Ã â ¬Ã â„¢t get anything right. IÃƒÂ¢Ã â ¬Ã â„¢ll never be successful,ÃƒÂ¢Ã â ¬Ã Â• should be written as ÃƒÂ¢Ã â ¬Ã Å“You canÃƒÂ¢Ã â ¬Ã â„¢t get anything right. YouÃƒÂ¢Ã â ¬Ã â„¢ll never be successful.ÃƒÂ¢Ã â ¬Ã Â• Notice how hostile and untrue these ÃƒÂ¢Ã â ¬Ã Å“YouÃƒÂ¢Ã â ¬Ã Â• statements are.Step 3. Respond to your inner critic by writing down a more realistic and compassionate viewpoint of yourself. ÃƒÂ¢Ã â ¬Ã Å“You always mess up,ÃƒÂ¢Ã â ¬Ã Â• could be written as ÃƒÂ¢Ã â ¬Ã Å“I may make mistakes, but IÃƒÂ¢Ã â ¬Ã â„¢m always improving.ÃƒÂ¢Ã â ¬Ã Â• This isnÃƒÂ¢Ã â ¬Ã â„¢t to build up your ego but to show yourself a kinder, more honest attitude.Step 4. DonÃƒÂ¢Ã â ¬Ã â„¢t act on the directives of your inner critic. Focus on who you are and what you aim to achieve. If your inner critic gets louder, telling you to play small or not take chances, then play big and take chances.As you get into the practice of refuting the untrue words of the inner critic and ignoring what this voice says, the voice gets smaller and smaller, affecting you less and less, paving the way to unconditional happinessÃƒÂ¢Ã â ¬Ã Â• [pages 86-87].Who is this book for? Obviously, dispatchers in any field will benefit as well as anyone who is a First Responder or individuals in high pressure, fast paced, demanding jobs such as Air Traffic Controllers or hospital Emergency room doctors and nurses. Although this book is appropriately niched to address the stressors of the dispatcher world, letÃƒÂ¢Ã â ¬Ã â„¢s face it, almost anyone can benefit from most of the advice offered by these two authors. For instance, anyone who feels emotionally thwarted or is having the experience of

alienation in their work or family life can most likely benefit from the wisdom delivered in this book.When you consider how devastating it is when stress burnout catches up with you, your feeling response can be akin to the steam a lobster feels as it approaches a piping hot pot of waterÃƒÂ¢Ã â ¬Ã â •in this case, youÃƒÂ¢Ã â ¬Ã â„¢re the lobster. As the authors repeatedly point out with their ÃƒÂ¢Ã â ¬Ã Å“boiling frogÃƒÂ¢Ã â ¬Ã Â• analogy, some dispatchers [and other workers too] are so burnt between their work, home life or volunteer activities that they are literally numb and may already be ÃƒÂ¢Ã â ¬Ã Å“getting cooked like a lobster.ÃƒÂ¢Ã â ¬Ã Â• The authors point out how critical it is to gain perspective by taking a close look at your personal paradigmÃƒÂ¢Ã â ¬Ã â •your underlying beliefs and valuesÃƒÂ¢Ã â ¬Ã â •so that you can figure out whatÃƒÂ¢Ã â ¬Ã â„¢s really going on in your life and find the happiness you want and deserve.Importantly, authors Adam and Dr. Joe tell it like it is, explaining what can happen to you if you canÃƒÂ¢Ã â ¬Ã â„¢t or wonÃƒÂ¢Ã â ¬Ã â„¢t get back on track the right way: ÃƒÂ¢Ã â ¬Ã Å“Ted is a 60-year old male, a former architect who weighs about 130-140 pounds. He jogs, is compulsive in following a strict no-fat diet, and is constantly reading books and articles on stress and health.Ted has experienced some problems throughout his medical history. He has had three strokes, two heart attacks, and a quadruple heart bypass operation. His arteries are now just as clogged as they were several years ago, and he is awaiting an operation to relieve a 5-millimeter aneurysm in his stomach. TedÃƒÂ¢Ã â ¬Ã â„¢s personality is that of a very stress-prone individual. He is vindictive, negative, skeptical, pessimistic, and critical. He lacks any sense of humor. Three wives have left him, two adult children refuse to talk to him, and he has few friends.As we see with Ted, if the mind isnÃƒÂ¢Ã â ¬Ã â„¢t healthy, the body can never be healthy, no matter how healthy you think you areÃƒÂ¢Ã â ¬Ã Â• [page 60-61].The authors contrast TedÃƒÂ¢Ã â ¬Ã â„¢s approach to dealing with stress to a dispatcher named Laura who became sick and asked for help, so her life was forever changed and her stress levels plummeted as she began to re-experience joy in her life: ÃƒÂ¢Ã â ¬Ã Å“Laura is a 30-year-old dispatcher of 12 years, mother of 3, who had suffered from migraines and exhaustion for years. She would work her shift at the dispatch center, then go home and get right back to work caring for her three boys (four if you count her husband!).Years of this began to run her into the ground....Laura was the caregiver to the world. She gave all to her work, and then she went home and gave all to her family. But, without giving back to herself, she was running on empty.At one of her low points, Laura got sick. She was off work for two weeks. Back from sick leave, I asked where she had been.ÃƒÂ¢Ã â ¬Ã Å“Adam, I got really sick....But something amazing happened. I asked my family to help at home, and they did! Now that IÃƒÂ¢Ã â ¬Ã â„¢m back at work, theyÃƒÂ¢Ã â ¬Ã â„¢re still doing their newly assigned

duties!ÃƒÂ¢Ã â ¬Ã Â•I could see that she felt lighter and she looked much more relaxed.LauraÃƒÂ¢Ã â ¬Ã â„¢s illness caused her to look at her beliefs and expectations and question them. She stepped out of her old ways and into less stress.TAKEAWAY: The way you think is critically important. Doing ÃƒÂ¢Ã â ¬Ã Å“healthyÃƒÂ¢Ã â ¬Ã Â• things in a stressful way canÃƒÂ¢Ã â ¬Ã â„¢t save youÃƒÂ¢Ã â ¬Ã Â• [page 61].When is the best time to read this book? Right now! Why? If you want to get a leg up on whatÃƒÂ¢Ã â ¬Ã â„¢s holding you back from experiencing your bliss at home or at work then the wise advice delivered by these two authors will provide you with the lighted torch you need as you dig down deep into your psyche and store of memories to get a clearer picture of the REAL youÃƒÂ¢Ã â ¬Ã â •your real wants, needs and desires. True, the ride may get a little ÃƒÂ¢Ã â ¬Ã Å“bumpyÃƒÂ¢Ã â ¬Ã Â• but in the end, youÃƒÂ¢Ã â ¬Ã â„¢ll experience a type of creative growth that will refresh and restore your faith in others and yourself.LetÃƒÂ¢Ã â ¬Ã â„¢s be clear about one thing: this book delivers on its promises. Reading through the 50 lessons to beat burnout is fun and informative but more importantly, doing the exercises is guaranteed to stretch and transform you! The best part is whether youÃƒÂ¢Ã â ¬Ã â„¢re a dispatcher or engaged in some other line of work, the tools provided in this book are guaranteed to reduce your stressors and minimize your frustrationsÃƒÂ¢Ã â ¬Ã â •at work and at homeÃƒÂ¢Ã â ¬Ã â •if you follow the authorsÃƒÂ¢Ã â ¬Ã â„¢ advice. As with any good advice, itÃƒÂ¢Ã â ¬Ã â„¢s only ÃƒÂ¢Ã â ¬Ã Å“good for youÃƒÂ¢Ã â ¬Ã Â• and only works when you follow it! Highest Praise, 5+ STARS!!!Robert Wright, Jr., Ph.D., COFT

I had previously read Joe Serio’s "Overcoming Fear" book, so this one was a welcome companion.As a Dispatcher of 10+ years I found this book absolutely amazing. Many of the "stress" books aimed at first responders ignore the Dispatcher - however our job is crucial and presents unique challenges to overcoming stress. This book addresses a lot of the unique challenges effectively and realistically.We have so much more power than we give ourselves credit for - this book aims to help you realize that.The lessons in this book are quick to go through - as a Communications Supervisor I have implemented "story time" on my shift, and my crew and I read one lesson every shift. It’s a great way to start an important conversation about mental health and wellness that is long, long, long overdue in this profession.Great read for Dispatchers of all levels - highly recommended!

I wish every dispatcher, call-taker, telecommunicator would read this book and then add the

suggestions to their lifestyle. The book is easy to read and helps you find ways to make the changes to improve your life. I am making time to read the entire Get the Nerve Series. My hope is that everyone that reads it find ways to implement it in their lives. I highly recommend this book. I have been in Public Safety for 30+ years and have been totally re-motivated by this book and attending Joe and Adam’s seminars.Thank you so much, what a great series.Roxie Dodd

Dr. Joe does it again! He explores not only the obvious but also the sometimes obscure elements to the life of the dispatcher that add stress and detract from living a satisfactory life. He is doing what he can to take the guesswork out of it for us, and I’m glad I’ve finally gotten the nerve to listen up and to take his lessons to heart! A great read for when you are feeling like you just can’t take any more of anything.

This has got to be one of the most helpful books ever on how to relax, get more me time & just how to cope in life in general. Made me feel positive about myself and the work I do. A happy me provides better service & results in life towards others whether it’s family, friends or work. I highly recommend this book to anyone who has to deal with a stressful job & even if you don’t deal with stress.... it’s still a MUST read! Thank you Adam Timm & Dr Joe Serio for your inspiration.Sincerely,Bea Gabrillo

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