

Douglas County Communications Center & Under the Headset with Halcyon

are proud to present

4 Classes over 4 Days for Emergency Communications Professionals

June 15th - 18th, 2026

June 15th: Be An Encourager in the Comm Center

In the dispatch industry, stress and anxiety are not limited to work-related challenges but also extend to personal struggles. Each day, we confront negative feedback and experiences from external sources and our own thoughts. However, we are not alone in facing these battles. We possess the ability to uplift and offer essential support to one another. In this session, we will explore the significance of encouragement, identify the type of encouragement that resonates with us, and learn how to support and uplift others.

June 16th: Beyond the Routine: Caller Focused Service & the Battle Against Complacency

In public safety, the work can quickly become routine—but the stakes are anything but. This class is designed to help emergency communication professionals recognize and combat the creeping effects of complacency while sharpening their commitment to providing high quality service to every caller. This session explores practical strategies to stay engaged, focused, and ready for the unexpected. Participants will strengthen the skills and mindset needed to deliver caller-focused service in every interaction.

June 17th: On the Line: Voice Communication Skills for Dispatchers

In today's text-first world, many emergency communications professionals, especially those new to the role, have limited experience handling high-stakes voice interactions. This full-day, hands-on course closes that gap through practical tools, guided feedback, and scenario-based practice. Participants learn how modern communication habits affect callers, how to project calm authority under pressure, and how to manage distressed, suicidal, angry, or noncompliant callers by utilizing de-escalation and other effective communication techniques.

June 18th: Be An Encourager in the Comm Center (Repeat Session)

All courses are being held at Northwood Technical College - 600 N 21st St, Superior, WI 54880. Class times are 0830-1700.

For questions or additional information

On course content, the instructor, etc.: [Halcyon @undertheheadset.org](mailto:Halcyon@undertheheadset.org)

Registration, lodging, directions, etc.: millerd@douglascountywi.gov