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Website: [www.mtu9.org](http://www.mtu9.org)

Funded in Partnership with the Illinois Law Enforcement Training & Standards Board

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(Serving the Counties of Adams, Brown, Calhoun, Cass, Greene, Jersey, Macoupin, Morgan, Pike, Schuyler, and Scott)

## STRESS MANAGEMENT FOR DISPATCHERS

**Meets IL Mandates: NO MANDATES**

**DATE:** July 9, 2025

**TIME:** 8:30 a.m. – 4:30 p.m.

**LOCATION:** West Central IL Criminal Justice Council

303 W. Exchange Street, Jerseyville, IL

**INSTRUCTOR:** Gail Sullivan

**COME AND ENJOY A 10 MINUTE MASSAGE: NECK/SHOULDER**

### COURSE DESCRIPTION:

8-hours of training designed to focus on understanding the phenomenon of dispatcher stress and how it differs from the other first responder stress. These differences will be highlighted, and techniques will be provided to manage this unique form of stress. **During this training, a licensed massage therapist will be offering each participant who wishes to participate to a "mini massage" of the neck and shoulders.** This is of course voluntary. Participants will leave with an understanding of their stress, how it is unique, how to manage it and how to prevent their unavoidable stress.

**This eight (8) hour course is divided into four (4) modules.**

**Units 1. Overall Issue of Dispatcher Stress**

**Unit 2. The Effects of Unaddressed Stress**

**Unit 3. Causation of Stress for Telecommunicators**

**Unit 4. Methods for Healthy Antidotes for Stress**

**MAXIMUM 10**

**Non-Member Tuition: \$0.00\*\*** Non-member tuition shall apply to State/Federal agencies and Local Law Enforcement agencies which are not members of MTU #9. Tuition will be invoiced to departments upon course completion. If a pre-registered student from a Non-Member agency fails to attend training, and the agency fails to provide advance notice within 7 days of the start date of that class, the agency will be invoiced the entire amount of the student's tuition. [See Tuition Policy Here](#)

**No Shows/Cancellation Policy:** West Central IL Criminal Justice Council-MTU #9 has instituted a No Show/Cancellation fee of \$50.00 to be invoiced to member/non-member agencies who do not provide sufficient notice of cancellations seven (7) days before start of class. This Fee will be invoiced within a week of an officer's absence from a training course in which he/she was registered. If an agency is unable to provide advance notice of its intent to cancel course registration because of circumstances beyond its control, the Director will have the discretion to waive this payment. Any requests to waive No Show/Cancellation Fee must be submitted to the Director in writing. (View Full Policy [HERE](#))

**TO REGISTER:** Follow this link to Register: <https://mtu9.org/page/3/register-now> If you experience problems or issues with registration, please email [register@mtu9.org](mailto:register@mtu9.org). ALL registrations must go through your SHERIFF, CHIEF or TRAINING OFFICER.

**This course is certified and approved by the Illinois Law Enforcement Training & Standards Board**