

# East Central Illinois Mobile Law Enforcement Training Team

## MTU #13

### Course Announcement



#### **Stress Management for Telecommunicators– Gail Sullivan**

**December 2nd, 2026**

**0830-1630 Hrs**

**Denny Stewart Training Center**

**3121 Dewitt Avenue**

**Mattoon, Il.**

Submit enrollment to:

Registration form at

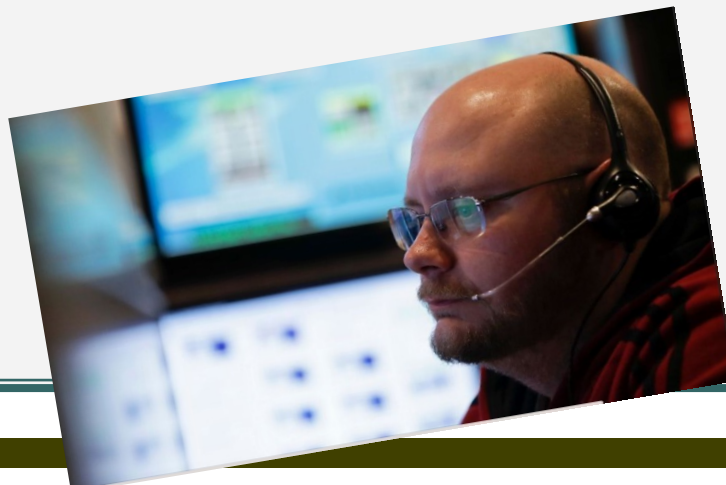
[www.mtu13.com](http://www.mtu13.com),

#### **Stress Management for Dispatchers**

Public safety dispatchers operate in a fast-paced, high-stakes environment where stress is constant, cumulative, and often unavoidable. This course is designed to provide practical strategies for recognizing, managing, and reducing the effects of stress associated with emergency communications and critical incident response. Participants will gain a deeper understanding of how both acute and chronic stress can impact performance, decision-making, communication, and overall well-being over time.

In addition, the course explores how unmanaged stress can affect focus, situational awareness, and long-term health if not properly addressed. Attendees will be introduced to simple, effective techniques aimed at improving resilience, maintaining composure under pressure, and enhancing their ability to stay focused during high-demand situations. Emphasis is placed on practical application, allowing participants to incorporate these strategies into both their professional duties and personal lives.

This training is applicable to dispatchers at all levels of experience and is intended to support both personal wellness and professional effectiveness, ultimately contributing to a healthier work environment and improved operational performance.



*This course is funded by the Illinois Law Enforcement Training Standards Board.*