

SERVE - SUPPORT - SUSTAIN DRIVE THE ROAD FOR TELECOMMUNICATORS

This 4-hour class is about how you show up, on the phone, on the radio, with each other, and for yourself. In a communications center, your voice matters. It shapes how callers experience their worst moments, how responders operate in the field, how your team functions and how you stay resilient.

SERVE: We focus on practical ways to guide callers through crisis using clear, calm, and confident communication. You'll also learn how to support responders by reducing confusion, building trust, and becoming a steady, reliable voice in high-pressure situations.

SUPPORT: inside the center, we'll talk about culture and teamwork and what makes a shift stronger, how people support each other on busy or difficult days, and the small, consistent behaviors that shape the kind of environment people want to work in.

SUSTAIN: We address the reality of the job. Communications work asks a lot. We'll cover simple, practical strategies to manage stress, focus on what you can control, and take care of yourself so you can stay steady and effective over time.

This is a relatable, discussion-based class designed specifically for telecommunicators. No theory—just real-world ideas you can use on your next shift to serve well, support others, and sustain yourself in this work.

DATE : OCTOBER 15, 2026
TIME: 0800-1200 (4 HOUR COURSE)
LOCATION: JEROME COUNTY SHERIFF'S OFFICE
2151 SOUTH TIGER DRIVE
COST: \$ 125 PER ATTENDEE

To register contact:
Chief Deputy Rick Bohling
208-595-3301
rbohling@co.jerome.id.us



This class is grounded in real-world experience. Mary Phillippi brings 35 years in public safety communications, including leadership as a 911 director, with a deep understanding of the demands, pressures, and realities inside the center. Paul Laney brings decades of law enforcement experience, including 3 terms as sheriff, offering the perspective of the responders who rely on dispatch every day. Together, they bring viewpoints that are practical, relatable, and immediately applicable.

