



## Law Enforcement Training Advisory Commission

840 S. Spring Street, Suite B • Springfield, IL 62704

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Bruce Liebe, Director

## Telecommunicators – Stress Management

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

**DATE:** February 19, 2026

**TIME:** 8:00am – 4:00pm

**LOCATION:** LETAC – 840 S. Spring St., Springfield, IL 62684

**INSTRUCTIONS:** Gail P. Sullivan, MA

**NON-MEMBER FEE:** \$0

**Meets Illinois Mandates: No mandates for this class**

**PURPOSE OF COURSE:** This training program has been designed by a clinical professional with the purpose of addressing the growing issues related to increase in dispatchers' stress. All emergency responders have unimageable stress. Dispatchers have a unique level of stress that has unique components. They are the "first responder". If they are not functioning at optimal efficiency levels, other brave first responders cannot do their jobs as well. This training focuses on dispatcher stress and the ways that it can be managed by the jurisdiction and the dispatchers themselves.

**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 masseuse 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.

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**TO REGISTER:** Email registration to [register@letac.org](mailto:register@letac.org). You may also fill out and submit our online registration form through the website at [www.letac.org](http://www.letac.org) or call 217-726-7014 to register by phone. **MTU #10 member agencies will be given registration preference until seven days prior to the date of class. After that date, registrations will be taken on a first-come, first-served basis, regardless of MTU status. We cannot accept registrations from individual officers. All registrations must go through your Chief, Sheriff, or department training office, even if you are attending class on your own time.**

**CANCELLATION:** If a class must be canceled for any reason, every effort will be made to do so at least 2 weeks before the class is scheduled to begin.

**Illinois Law Enforcement Training & Standards Board Mobile Team Unit #10**

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