

EYES, EARS, & INTUITION: STRENGTHENING SITUATIONAL AWARENESS IN THE COMM CENTER

VIRTUAL WORKSHOP
WORKBOOK

Under the Headset with
HALCYON 

What is situational awareness?

The Myth of Multi-Tasking

Focus and Attention

Cognitive Load and the Comm Center Brain

Recognizing When Awareness Starts to Slip

Supporting Teammate Awareness

Building Your Awareness Practice

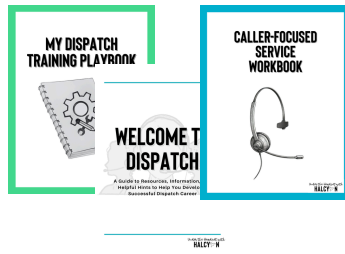
My Top 3 Takeaways:

1. _____

2. _____

3. _____

OTHER RESOURCES FROM UNDER THE HEADSET WITH HALCYON



EBOOKS



TRAINING DECKS



APPAREL



TRAINING PINS

Visit UnderTheHeadset.org to learn more!

CHECK OUT THESE GREAT INDUSTRY PARTNERS!



FIRST CALL READY

First Call Ready is a professional development and mentorship platform created to support growth within the 911 profession. It provides training, leadership development, and real-world guidance designed to strengthen confidence, communication, and performance in a demanding and ever-evolving field.



CommsCoach BY GOVWORX

Skills evaluations, QA and training for telecommunicators from pre-hire to retirement. Prioritize excellence within your Emergency Communications Centers with CommsCoach - designed to recognize strengths, streamline coaching, and prepare the next generation of Emergency Call Takers and Dispatchers.



THE 911 CHAPLAIN INITIATIVE, INC



THE 911 CHAPLAIN INITIATIVE

The 911 Chaplain Initiative equips dispatch centers with chaplain training, peer support, and wellness resources tailored specifically for 911 professionals. With a focus on emotional resilience and spiritual care, the initiative helps agencies support the people behind the headset—mind, body, and soul.

