



CALL 911!: True Stories from my Life in Emergency Dispatch

Kelly R. Rasmussen

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Call 911! True Stories from My Life in Emergency Dispatch is a record of the nail-biting, true tales from a Michigan county emergency call center and a story of personal and professional growth of its author, Kelly Rasmussen. Through it all, you will learn the pressures and perks, the highs and lows, the gratifying successes and the heartbreaking failures that the average emergency dispatch operator must face every day as part of a very demanding job. In Call 911 Rasmussen assembles a collection of events from her career in emergency dispatch. When woven together these outline the story of one remarkable woman's personal journey on the road of leadership. On this journey she learns that leadership is more than just demand and direction; good, effective leadership also involves healthy doses of cooperation and compassion. As an integral part of the machinery that protects us all, she shares valuable lessons in communicating, listening and understanding the mechanics of people.

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