

Service Excellence Action Plan for Police Communications Operators

Dimension	Action Step	Timeframe
Knowledge	Ensure that any newly onboarded PCO attends the A&F's Meet & Greet to learn more about A&F's mission and vision and departmental goals and responsibilities. Consider offering this presentation to current PCOs.	Spring 2025 and ongoing
Communication	Conduct virtual training on effective communication styles and strategies, emotional intelligence, unconscious bias, components of service excellence, and stress management.	Mini half-day retreats to be conducted in January, February, March, April 2025