



### **Dr. Joe Serio Bio (long version)**

Dr. Joe Serio dialed 9-1-1 for the first time in his life on January 2, 1989. It was on that day that his father had a stroke. He remembers how the call taker made him feel and is forever grateful for the professionalism he experienced that day. Little did he know that his life path would intersect with hero dispatchers from across the country thirty years later.

Joe is the founder of The 360° Dispatcher, a leadership and wellness training company for telecommunicators. He is co-author of *Dispatcher Stress: 50 Lessons on Beating the Burnout* and was co-founder of The Healthy Dispatcher. He is co-author with dispatch supervisor, Charles Goodwin, of the forthcoming book, *Dispatch Supervisor: 50 Lessons on Being a Great Leader*.

Twice a year, in March and September, The 360° Dispatcher hosts the weeklong 9-1-1 Leadership Training Event at the Mayan Ranch in Bandera, Texas. In addition, Joe runs the six-month, life-changing 9-1-1 Supervisor Leadership Training Academy. His new program is The 9-1-1 Directors' Circle: Peer Support. Professional Development. Personal Growth.

He has completed more than 100 hours in comm centers, monitoring calls, interviewing supervisors, and speaking with dispatchers. He's delivered conference presentations at NENA and APCO events, at the Navigator conference, and at Dare To Be Great 1, 2, 4, and 5 hosted by Ricardo Martinez's Within the Trenches.

Joe holds a Ph.D. in Criminal Justice with a specialization in Leadership and Organizational Behavior from one of the top criminal justice programs in the United States.

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