



The Commission on Peace Officer Standards and Training is pleased to announce a pilot presentation of a recently developed public safety dispatcher in-service training course:

## **Team Building Concepts for Public Safety Communications Personnel**

The purpose of this course is to provide public safety dispatch personnel with the tools and resources needed to operate as part of a well-functioning team within a communications center environment. The course addresses fundamental issues such as team structures, team and interpersonal dynamics, and the common dysfunctions plaguing teams. A main emphasis of the training is the exploration and development of pragmatic and viable strategies for building a unified, cohesive, and well-focused work group. The course is structured to be a highly interactive, learner-centered experience which promotes personal introspection and deliberate examination of the individual's role in promoting team success. The student will leave the course with a personal plan to build, enhance, and re-energize work teams within their own organization. The course will be particularly valuable to lead dispatchers, designated team or project leaders, as well as supervisory or management-level personnel.

### **Course Date and Location:**

**Thursday, March 22, 2012**  
8:00 a.m. to 5:00 p.m.  
Carlsbad Police Department Facility  
2560 Orion Way, Carlsbad, California  
(760) 931-2100 (Non-Emergency Line)

**There is no cost for this course.** Travel and per diem reimbursement will be available by the regular Training Reimbursement Request (TRR) process under POST Plan IV. Attendance is strictly limited to 30 students. As a result, the number of seats available to individual agencies may be limited. Spots in the course may be secured either by e-mail request or by returning the enrollment slip incorporated into this form. A waiting list will be established if necessary. There are a variety of hotels in the area which routinely extend a state government room rate. No hotel rooms have been secured by POST for this event. POST recommends that you avoid making travel arrangements through Internet service providers, as refunds can be difficult or impossible if attendance cancellations become necessary.

**ADDITIONAL INFORMATION:** Questions regarding this program should be directed to POST Associate Governmental Program Analyst Kathy Hobson at (916) 227-3911 or [kathy.hobson@post.ca.gov](mailto:kathy.hobson@post.ca.gov), or to POST Senior Consultant Lou Madeira at (916) 531-7834 or [lou.madeira@post.ca.gov](mailto:lou.madeira@post.ca.gov).

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ENROLLMENT FORM (Team Building Concepts for Public Safety Communications Personnel)  
**Thursday, March 22, 2012** – Carlsbad Police Department

NAME: \_\_\_\_\_ AGENCY: \_\_\_\_\_

TITLE: \_\_\_\_\_ PHONE: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

FAX completed form to Kathy Hobson at (916) 227-0195 or  
provide the requested information via e-mail to [kathy.hobson@post.ca.gov](mailto:kathy.hobson@post.ca.gov)