

Advanced Dispatcher Update

January 12, 13 & 14, 2016

Hosted by: **Escondido Police Department**
& held at: **1163 N. Centre City Parkway**
Escondido, California 92026

POST Plan II

Tuition: \$296
for 3 days

Course Hours: 8 am - 5 pm Tuition: \$296.00

Included topics are:

- ***It's Not Just Customer Service***
 - *How to Revitalize Professional and Personal Focus in the Comm. Center*
 - *Strengthen Your Techniques For Dealing with Difficult Calls and Callers*
- ***Teamwork & Leadership***
 - *Anyone Can Be A Leader: Tools To Be Successful*
 - *Create a Respectful Workplace: Improve Morale and Teamwork*
- ***Managing Critical Incident Stress***
 - *Understand the Physiological Impacts of Stress and Trauma*
 - *Develop Strategies to Reduce Physical and Mental Risk*
 - *Dynamics and Impact of Critical Incident stress as an Occupational Hazard*
 - *Learn about Acute, Delayed, Cumulative and Occupational Stress Management*
 - *Brain Mechanics and How Information is Imprinted*
 - *Prevent Burnout*

Instructors:

Terri Nelson, Dispatcher Trainer
Dave Hall, Leadership Trainer
Janet Childs, M.A., AAETS – Diplomate

This three-day course is designed for **experienced Public Safety Dispatchers and Supervisors**. It fulfills the POST Commission Regulations 1005 and Procedure D-2 requirement that all Public Safety Dispatchers and Supervisors receive 24-hours of Continuing Professional Training every two years.

The course is POST approved, Plan II
Technical, Certification Number 1082-30920-15-014

New & Updated Dispatcher Specific Information!

TO REGISTER:

Web link: http://www.trainingforsafety.com/safety_training_registration.php?id=1074

For Information or Questions Contact:

David.Hall@TrainingForSafety.com

(650) 692-0437 Extension 115