

Description

This course explores communications techniques in situations like active shooter, suicidal caller, terrorist events or other major critical incidents where the caller is in crisis.

Under the instruction provided by a qualified instructor(s) the following learning objectives will be achieved:

- Demonstrate their understanding of common call types that would constitute a caller in crisis.
- Identify skills for engaging a caller in crisis
- Identifying the emotional impact of repetitive exposure to traumatic events
- Identify resources regarding emotional health and resilience.

Certified in California and Massachusetts

Prerequisites

Current public safety dispatchers, telecommunicators, call-takers, and supervisors.

CalOES ATA Reimbursement Approvals

If the class is CalOES approved for reimbursement, you will receive the branch notification as part of your registration confirmation or you may download it [here](#).