

# Ohio APCO/NENA Joint Meeting

August 22, 2018

## Training Topic

*Handling Crisis Calls: Controlling Difficult Calls through Communication*

*Topics to include:*

*Suicidal Callers*

*Veteran & PTSD Callers*

*Communication Techniques to Keep Control over Difficult Situations*

*Recognizing Signs of Crisis and Trauma*

[Click on This Link for Registration](#)

*10:00 am - 11:00 am Joint Business Meeting*

*11:00 am - 12:00 pm Training*

*12:00 pm - 1:00 pm Lunch*

*1:00 pm - 2:00 pm Training continues*

