

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

