

**The Public Safety Group**  
Presents  
**“DISPATCHER TRAINING”**

**In conjunction with the Northwest Regional Emergency Communications Center**  
Dublin Justice Center  
6565 Commerce Parkway  
Dublin, OH 43017

**May 6 – 9-1-1’s Least Wanted (\$219) 8:30-4:30**

An interactive daylong discussion of the problem people you will encounter while working in an emergency communications center. The chronic complainer, the terrible trainer, and the big bad bully are all among the cast of characters that will be covered in great detail. How does our culture support these individuals? How do cliques empower informal chains of command? How can you fix what’s broken without becoming part of the problem? These questions and more will be answered. Also included will be frank assessments of how social media, personal electronics, and factors such as the Me Too Movement impact personnel management.

**May 7 - Crisis Intervention (\$219) 8:30-4:30**

Topics include: General guidelines for crisis communications, active listening, verbal containment, the negotiator, use of your voice in crisis communications, communications techniques, intelligence gathering & case studies.

The Public Safety Group  
PO Box 1468, Wake Forest, NC 27588  
Telephone (877) 794-9389 or Fax (239) 676-7468  
Register on-line at [www.publicsafetygroup.com](http://www.publicsafetygroup.com)  
All major credit cards accepted

Name \_\_\_\_\_ Title \_\_\_\_\_

Agency \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

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