

Protecting Law Enforcement Responders™

Please contact Amber to register 203-350-0348

Apr 24, 2019 • Maumee, OH

Hosted by: Maumee Police Division

Course #: 18-2118

Course Duration: 8 Hours

Price: \$229.00 per person

Class Hours:

8:30 AM - 4:30 PM

Guard those who protect and serve.

With high-risk law enforcement-related 911 calls dispatched daily, it is essential that focus on officer safety is continuously reinforced. As a 911 call-taker or dispatcher, you are a vital link in the emergency response chain and the lifeline to responding officers. Consequently, you must educate yourself about the dangers they might face and how to best minimize those risks.

TOPICS COVERED:

- Felonious line of duty deaths
- High-risk crimes and incidents in progress
- Groups that target law enforcement
- Extremist and street gangs
- Dispatcher tactics to protect officers
- Officer safety in motor vehicle stops
- Officer safety in domestic violence calls
- Barricaded suspects and active shooters
- Radio dispatch procedures and etiquette
- Descriptive information gathering
- Critical incident stress debriefing

LEARN HOW TO:

- Recognize threats to officers
- Provide pre-arrival instructions™ for officers
- Identify potential "suicide by cop" scenarios

DISPATCH·U EDUCATION

DispatchU is the training arm of PowerPhone and focused on **RAISING THE STANDARD** of dispatcher training. DispatchU courses are available online to empower you to advance your career.

**TOTAL
RESPONSE**

YOUR STANDARD OF CARE DRIVES EVERYTHING! Total Response® is a quality improvement call handling protocol solution focused on maintaining and improving PSAPs standard of care.

REGISTER NOW!

For more information about DispatchU call or visit our website.

1.800.537.6937

www.powerphone.com



The Public Safety Group
Presents

"Crisis Intervention"

In conjunction with the Maumee Police Department

~~March~~ 15 & 16, 2019
April

Maumee Public Safety Training Center
700 Mingo Dr.
Maumee, OH 43537
8:30-4:30

TOPICS INCLUDE:

- General guidelines for crisis communications
- Active listening
- Crisis state
- Verbal containment
- The negotiator
- Use of your voice in crisis communications
- Communications techniques
- Intelligence gathering
- Communicating with the mentally ill
- PTSD & Veterans
- Suicide Intervention
- Case Studies

COST: \$375

The Public Safety Group
PO Box 1468, Wake Forest, NC 27588
Telephone (919) 569-70426 or Fax (239) 676-7468
Register on-line at www.publicsafetygroup.com
All major credit cards accepted

Name _____ Title _____
Agency _____
Address _____ City _____ State _____ Zip _____
Tel# _____ Fax# _____
Send Billing invoice to: _____
Name _____ Address _____ Tel# _____

Email address _____
Confirmation will be sent to email address or fax.