



# Crisis Communications Skill Building for 9-1-1 Professionals



## April 14, 2020 Anoka, Minnesota

This valuable skill building class will focus on five areas of interest. We will include vital skills for suicidal callers, hostage/barricaded subjects, suicide by cop and family violence. We will focus on events where dispatch professionals can use the PSTC "Crisis Toolbox". This class has been updated for 2020 and includes great new examples of quality Call Taking and Dispatching skills!

Areas of lecture and demonstration will include what a 911 call taker or dispatcher must know while handling "crisis" calls that are "in-progress". We will provide students with valuable "tools" to use during such calls. PSTC has developed what we call "Crisis Communications Toolbox".

The toolbox includes progressive questioning that will assist call takers in quality information gathering. Dispatchers will learn how to "anticipate the needs of the responders" by preparing information, resources and field needs for high risk events like suicidal callers. We also offer solid training on community and responder safety issues.

This class was developed for Public Safety Call Takers and Dispatchers. The class will cover the following topics: Handling Suicidal callers, Enhancing Responder Safety, Family Violence Situations, Mentally Ill Subjects, Hostage and Barricaded Incidents and much more!

ANY Call taker, dispatcher, dispatch trainer or supervisor will gain powerful and valuable information. For more information or reviews of this class, visit [www.pstc911.com](http://www.pstc911.com) or call PSTC at 650-591-7911.

Recent evaluation comments include: "What a great class, having it taught by an experienced dispatcher, makes all the difference", "The scenario portion was very valuable and helped me understand I can handle these calls", "The Crisis Toolbox is fantastic and useful", "Coming into this class I was apprehensive about Crisis calls, now I feel much more prepared", "I want to go to work and try these ideas, I'm ready!", "Great class, I'll be sending everyone to it soon".

### Instructor info:

PSTC Instructors are all emergency communications experts that are both dispatchers and passionate Instructors. All PSTC Instructors consistently receive outstanding evaluations.

Call now for reservations  
- 800-348-8911

### Class Details

**Date: April 14, 2020**

**Hours: 0830 - 1630**

**Tuition: \$199**

**Hosted by:**

**Anoka County Central  
Communications 911**

**For reservations**

**contact PSTC at**

**800-348-8911**

**or register online at**

**[www.pstc911.com](http://www.pstc911.com)**

### 9-1-1 CARES

We invite you to visit our sister site at [www.911cares.com](http://www.911cares.com) to view and order great dispatch specific gifts and gear. For a color catalog, call 650-595-5202.

ALL PSTC CLASSES COUNT TOWARDS YOUR IAED IN-SERVICE TRAINING REQUIREMENTS! See [www.pstc911.com](http://www.pstc911.com) for details.

Public Safety Training Consultants PO Box 5508 Redwood City, CA 94063 PHONE: 650-591-7911 FAX: 650-591-8911