Advanced Dispatcher Update

March 14, 15 & 16, 2017

Hosted: Napa Police Department
Held At: 1539 First Street
Napa, CA 94558

Course Hours: 8 am - 5 pm       Tuition: $296.00

Included topics are:

● It's NOT JUST CUSTOMER SERVICE
  • REVITALIZE YOUR PROFESSIONAL and PERSONAL ATTITUDE in THE COMMUNICATIONS CENTER
  • EFFECT CHANGE IN THE WORKPLACE
  • REFOCUS - IMPORTANCE OF THE DISPATCHER IN THE ORGANIZATION

● Teamwork and Leadership
  • ANYONE can BE A LEADER: Tools for SUCCESS
  • Create a RESPECTFUL WORKPLACE
  • IMPROVE MORALE and TEAMWORK
  • Identify the DRIVERS OF LEADERSHIP
  • DEVELOP an ACTION PLAN OF LEADERSHIP for ACCOUNTABILITY and SUCCESS

● Dispatching Major and Unusual INCIDENTS
  • LESSON LEARNED DISPATCHING MAJOR INCIDENTS
  • DISPATCH MAJOR INCIDENTS SUCCESSFULLY
  • How to RECOGNIZE and RESPOND to CHEMICAL SUICIDES
  • 911 Technology for DISPATCHERS

Instructors

Heather Gonzalez, Tactical Dispatcher, CTO, CIT
Dave Hall, Leadership Instructor
Rey Pagarigan, Police Supervisor, Academy Instructor & Tactical Dispatcher

This three-day course is designed for experienced Public Safety Dispatchers and Supervisors. It fulfills the POST Commission Regulations 1005 and Procedure D-2 requirement that all Public Safety Dispatchers and Supervisors receive 24-hours of Continuing Professional Training every two years.

POST Certified Course #1082-30920-16-015

New & Updated Dispatcher Specific Information!

TO REGISTER: Web link:
http://www.trainingforsafety.com/safety_training_registration.php?id=1174

For Information or Questions Contact:
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