

Protecting Law Enforcement Responders™



Protect Those Who Protect and Serve

Classroom Time: 8 hours (1 Day) — Price: \$209 per student

With high-risk law enforcement related 9-1-1 calls on the rise and officer deaths up 20% in 2009, the focus on officer safety has never been more critical.* As a 9-1-1 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.

PowerPhone, the world leader in emergency communications training, introduces a new course designed to better protect those who protect and serve. The Dispatcher's Role in Protecting Law Enforcement Responders™ is specifically designed to educate telecommunicators in understanding the risks faced by law enforcement officers and their integral role in enhancing officer safety. In this dynamic one-day class, you'll learn how to better identify threats to officers by establishing a safer response environment, and providing *pre-arrival survival instructions™* to both callers and responders.

*Source: National Law Enforcement Officers Memorial Fund

Topics covered include:

- 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



Advanced Law Enforcement Dispatch™

2 Days (16 Hours) — \$329 per student



PowerPhone has taken its acclaimed Law Enforcement Dispatch curriculum to a whole new level. Fully updated to feature the latest techniques and thinking, our *Advanced Law Enforcement Dispatch™* class trains students to gather critical details on any law enforcement incident and pass them onto officers so they don't enter a scene "blind." Also focuses on giving options to callers in need of immediate help.

Advanced Fire Service Dispatch™

2 Days (16 Hours) — \$329 per student



The original class on fire service communications just got better. PowerPhone's expert instructors have updated our *Fire Service Dispatch™* program to give 9-1-1 personnel the latest tools and techniques for fire service communications. This program empowers call-handlers — by teaching them how to spot key warning signs in fire-related calls. And now, students will benefit from updated coverage on disaster response.

Emergency Medical Dispatch

3 Days (24 Hours) — \$389 per student



In a medical emergency, the best response time is around four minutes. What happens in those minutes before help arrives can make the difference between saving and losing a patient. This course shows you how to provide life-saving assistance in over 40 types of medical emergencies — including cardiac incidents, strokes, gunshot wounds, and breathing problems. *Exceeds DOT/NHTSA requirements.*



Includes Medical Reference Guide!

Advanced Public Safety Dispatch™

5 Days (40 Hours) — \$660 per student



Become a complete PSAP call-handler with this revolutionary one-week course. This course gives you PowerPhone's highest level of certification — by combining the following classes into one, intensive program:

- Advanced Law Enforcement Dispatch™
- Advanced Fire Service Dispatch™
- Emergency Medical Dispatch


Graduates of our Advanced Public Safety Dispatch™ program are empowered with the skills necessary to handle any type of emergency that comes into a PSAP — police, fire, or medical.



Includes Medical Reference Guide!

9-1-1 Supervision™ *Leading Teams in a Crisis*


2 Days (16 Hours) — \$369 per student



Finally, there's a course that teaches you how to lead. PowerPhone's 9-1-1 Supervision™ program helps communications supervisors build the skills and confidence to handle both day-to-day operations and critical situations. The next time your call takers turn to you for help, you'll be ready.

9-1-1 Liability™


1 Day (8 Hours) — \$209 per student



Every time you handle an emergency call, you are creating a log and journal that's admissible in a court of law — just as if it were a police report. This acclaimed course will show you how to protect yourself — and the agency you work for — from costly legal actions. You'll learn how to identify areas of risk in your agency and proactively reduce liability exposure.

Domestic Violence Intervention™


1 Day (8 Hours) — \$209 per student



PowerPhone has revised this best-selling workshop to give telecommunicators new tactics for handling volatile and complex domestic violence incidents. You'll learn what questions to ask and what instructions to give when faced with different types of domestic violence calls. Plus, you'll benefit from a brand-new look at courtroom testimony and how it might impact you as the first person to respond to a call for help.

Active Shooting Response™


1 Day (8 Hours) — \$209 per student



PowerPhone's *Active Shooting Response*™ course is designed to specifically address the role of the public safety telecommunicator in handling violence in the workplace and college campuses. You'll explore the mentality and motivations of the active shooter and build a solid knowledge base that will help you when handling calls. You'll learn what questions to ask callers, so you can get responding officers the information they need. And you'll be prepared to use tactics and strategies that will protect people on the scene.

Hostage Negotiations™


1 Day (8 Hours) — \$209 per student



With workplace violence, school violence, and domestic disturbances all on the rise, chances are you'll be handling a hostage situation in your communications center. PowerPhone is first on the scene again — with a workshop that will give students the skills they need to deal with hostage situations. Learn how to use a 5-step agenda for negotiating a hostage situation, deal with demands, and establish trust with hostage takers.

Non-Emergency Call Handling™


1 Day (8 Hours) — \$209 per student



Whether it's 9-1-1 or 3-1-1, your call center will receive non-emergency calls. How your call takers respond to citizens is crucial to building a successful image for your agency. This class prepares your team to professionally respond to all types of calls from your citizens—while reinforcing and refining essential communication skills that have proven effective in call centers around the world for over 20 years.

Stress Identification & Management™


1 Day (8 Hours) — \$209 per student



Combat stress both inside and outside the communications center with this one-day workshop. Learn how to modify your lifestyle to reduce stress, identify and cope with burnout, and deal with fallout from critical incidents. Get started on improving the quality of your life — today.

Suicide Intervention™

1 Day (8 Hours) — \$209 per student



This acclaimed program shows you how to think quickly, spot key warning signs, and act with confidence when you have a suicidal caller on the line. The knowledge you gain from this one-day workshop is the best weapon to have when lives are at stake. This course will show you how to identify the six common types of suicidal callers — and ways to deal with depressed, schizophrenic, and paranoid callers.

Volume discounts available... please call 1.800.537.6937 for pricing