

Dispatcher Training Class

Strategies for Handling In Progress Calls

Location: Marina Village Conference Center
1936 Quivera Way, RM #TBD
San Diego, CA 92109,

When: October 30, 2019 from 8:00 am - 5:00 pm

This course is designed for dispatchers who regularly communicate with members of the public and peace officer personnel during evolving crisis situations. The class examines effective responses to a diverse array of events from everyday alarm activations to highly traumatic events such as officer involved shootings.

The course focuses on the identification of effective strategies for addressing these incidents and the avoidance of complacency as a fundamental professional responsibility. The course is intended to be a highly interactive participant-driven learning experience which depends upon an active dialogue among students and facilitator regarding incident challenges, tactical implications, and best practice responses. Although the course is not structured as a formal team-building program, instruction will deliberately address effective teamwork as a basic element in effectively handling in-progress calls and emergency situations which involve an unstable or unpredictable dynamic.

The course examines a variety of events from mundane to life-threatening with exact content directly impacted by the personal experiences of individual students and agencies attending the course.

Instructor: Melissa Lotero, San Diego Sheriff's Department
POST Plan IV
POST Course Control #1107-30893-19001

For additional information or questions contact Melissa Lotero at training@sdapsd.org or by calling 619-342-7344.

Classes presented by the San Diego Association of Public Safety Dispatchers are certified by the California Commission on Peace Officer Standards and Training and meet the continuing professional training requirements for California public safety dispatchers.

The San Diego Association of Public Safety Dispatchers considers requests from agencies who wish to host a presentation of any class. For more information on hosting please email training@sdapsd.org.

The San Diego Association of Public Safety Dispatchers is a
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**San Diego Association of
Public Safety Dispatchers**

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