

People Are Talking:

What folks are saying about previous courses:

"You can tell that Barry has been on the front lines. His examples made sense to me, and I was able to easily transfer the information presented back to my day-to-day duties."

"I really appreciated that the class was fun. Although the subject was serious, we certainly weren't bored."

"Definitely one for the dispatcher."

PLACE
STAMP
HERE

Course Content

Course content is constantly under development and being refined. Alterations can be made to ensure compliance with local needs and state regulations.

For More Information

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Barry Furey

Public Safety Consulting
Public Safety Training



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Training Catalog**



Who I Am / What I Do

My name is Barry Furey. I recently retired after a forty-five years career in public safety. My experience comes as a telecommunicator, first responder, and as the director of major multi-jurisdictional Public Safety Answering Points.

I've seen a great many changes during my time. Much of it revolves around technology. As many of you are painfully aware, newer may not always be better. But there has always been one thing that remained constant over those more than four decades—and that is the people that serve as the first point of contact in interfacing the public with public safety.

Whether or not they are called telecommunicators, call takers, call processors, communications officers, or something different, it is they who set the pace for the success - or failure—of an entire incident. In order to effectively carry out their daily duties, continuous training is required. That's where I come in. Let me provide your staff with the lessons I learned from firsthand experience in the trenches.

Here are some courses currently available:

Available Courses

Controlling Critical Incidents

No matter how effective your daily operation, what happens when things go wrong? A major emergency, a fire in the PSAP or loss of a critical system are scenarios for which you have to be prepared. This course helps your staff understand the importance of coherent policies and thinking on their feet.

Debugging Your Dispatch

Do some people seem to feed on negative energy? Spin a web of drama? Buzz around with little focus, or be pesky as a gnat? If so, Debugging Your Dispatch is the course for you. Learn to recognize the common character traits and behaviors of common PSAP pests. More importantly, learn how to screen them out, and if necessary, exterminate them!

How Does This Stuff Work?

Let's face it. An awful lot of technology that we use appears to operate by magic. Ignorance may often be bliss, but there are many times when folks on the floor really do need a clue as to the basics of phone, CAD, and radio operation, both to increase their understanding of these tools, but also to assist in troubleshooting..

Personal Performance Seminar

Whether you're a veteran or a newbie, there's something to be learned here, as students spend the day examining their personal strengths and weaknesses.

Courses Continued

Telecommunicators Role in First Responder Survival

If there's one responsibility that rises above all others, then it's making sure that everyone goes home safely. And no single person has more bearing on this than the telecommunicator. By using common sense guidelines, and reviewing case histories of calls gone good—and bad—this course pays for itself in peace of mind. *Note: Standard course covers all disciplines, but can be customized for single service PSAPs.*

Tweet This! PSAP Social Media

Twitter, Facebook, Pinterest, Instagram and a host of other social media sites have changed our language and our communications landscape. For the PSAP, social media can be a double edged sword. How can these services be leveraged to help us complete our missions, while still protecting the privacy and rights of all concerned? This course provides the answers.

Contact Me

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Because Experience Matters