



The Commission on Peace Officer Standards and Training is pleased to announce a pilot presentation of a recently developed public safety dispatcher in-service training course:

Strategies for Effectively Handling In-Progress Calls

This course is designed for call takers and radio 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 facilitators 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. An important part of the course will also be an examination of actions which occur after such events unfold and the potential role the public safety dispatcher may play in a variety of after-action activities. Exact course content will be directly impacted by the personal experiences of individual students and agencies participating in the course.

Course Date and Location:

Tuesday, May 22, 2012

8:00 a.m. to 5:00 p.m.

Orange County Sheriff's Department Katella Training Facility
1900 West Katella Avenue, Orange, CA, 92867
(714) 538-9668

There is no cost for this course. Travel and per diem reimbursement will be available by the regular Training Reimbursement Request (TRR) process under POST Plan IV. Attendance is strictly limited to 30 students. As a result, the number of seats available to individual agencies may be limited. Spots in the course may be secured either by e-mail request or by returning the enrollment slip incorporated into this form. A waiting list will be established, if necessary. The Ayres Hotel, located at 2550 East Katella Avenue in Anaheim, is the recommended site for student lodging, if needed. The Ayres routinely extends individuals attending training at the OCSO facility an \$89 sleeping room rate which includes a full cooked-to-order breakfast each day. The hotel reservation line may be reached directly at (714) 634-2106. POST recommends that you avoid making travel arrangements through Internet service providers, as refunds can be difficult or impossible if attendance cancellations become necessary.

ADDITIONAL INFORMATION: Questions regarding this program should be directed to POST Associate Governmental Program Analyst Kathy Hobson at (916) 227-3911 or kathy.hobson@post.ca.gov, or to POST Senior Consultant Lou Madeira at (916) 531-7834 or lou.madeira@post.ca.gov.

ENROLLMENT FORM (Strategies for Effectively Handling In-Progress Calls)
Tuesday, May 22, 2012 – Orange County Sheriff's Department Katella Training Facility

NAME: _____ AGENCY: _____

TITLE: _____ PHONE: _____

E-MAIL ADDRESS: _____

FAX completed form to Kathy Hobson at (916) 227-0195 or
provide the information requested via e-mail to kathy.hobson@post.ca.gov