

WHEN EVERY SECOND COUNTS: THRIVING UNDER PRESSURE

Develop the skills, mindset, and situational awareness to stay calm, decisive, and effective during unexpected emergencies.

2-4 HOUR SESSION, 8 HOUR CLASS

In public safety, preparing for the unexpected isn't optional, it's essential. Traditional dispatcher training often focuses on routine calls, leaving gaps when high-risk, unpredictable, or emerging threats arise. This advanced course is designed to close those gaps, leveraging real-world insights and decades of experience from a seasoned public safety professional to equip you with the skills and confidence to perform under pressure.

Participants will gain practical strategies for managing a wide range of critical incidents, including vehicle submersions, hybrid vehicle hazards, kidnappings, school shooter situations, animal encounters, and officer-involved emergencies. The course also covers contemporary challenges such as ransomware attacks, cybersecurity threats, terrorism and incidents of social unrest that may directly impact public safety operations. Through the usage of real-world videos, audio and practical exercises attendees will gain critical information and skills. These scenarios will underscore the growing importance of situational awareness and proactive planning in maintaining operational effectiveness.

Beyond technical response, the course emphasizes emotional preparedness, personal safety, and situational awareness—skills dispatchers need before, during, and after critical events. Communications centers must recognize these stressors and provide a supportive environment that prioritizes dispatcher safety and well-being.

Through a combination of proven guidance, practical tools, valuable resources, and real-life case studies, participants will be equipped to respond to emergencies with confidence, clarity, and resilience—ensuring effective and professional public safety operations regardless of the circumstances.

Learning Objectives

1. Identify a wide range of high-risk and emerging threats, including vehicle hazards, active shooter incidents, kidnappings, cybersecurity challenges, and social unrest scenarios.
2. Apply practical strategies for managing critical incidents with clarity, confidence, and resilience.
3. Demonstrate situational awareness, emotional preparedness, and personal safety techniques before, during, and after high-stress events.
4. Evaluate operational protocols and stressors within communications centers to enhance dispatcher safety, well-being, and performance under pressure.
5. Comprehensive threat preparedness – Understand the spectrum of critical incidents and emerging public safety challenges.
6. Emotional and personal resilience – Learn methods to maintain mental clarity, safety, and composure in high-stress situations.
7. Supportive operational practices – Recognize and address dispatcher stressors to ensure safety, confidence, and sustained performance within communications centers.

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