

# De-escalation Training for 9-1-1 & Police Records

This course delivers focused De-escalation training designed specifically for 9-1-1 call-takers and dispatchers. This in-person course, is open to all current call-takers and dispatchers employed with a public safety agency. The primary goals are to increase officer safety outcomes and enhancing professionalism through de-escalation techniques. Pre-registration is required and walk-ins will not be allowed entry.

**The course is offered tuition free and is funded by the Department of Justice Community Oriented Policing Office.**

**Wednesday, April 22, 2026**

0800-1700 hours

**Hosted by:**

Montgomery College Public Safety  
9221 Corporate Blvd  
Rockville, MD 20850  
Room SW301-RV  
Class size is limited

**Register Online Today**

**[www.TheKTF.com](http://www.TheKTF.com)**

THE KIM TURNER  
FOUNDATION