

FREE TRAINING · APRIL 22, 2026 · ROCKVILLE, MD

Handle Every Call with Confidence. De-escalation Training for Dispatchers

Full-day, hands-on de-escalation course built specifically for 9-1-1 call-takers and dispatchers.

No cost. Funded entirely by the DOJ COPS Office. Limited seats.

[Register Now — It's Free](#)

www.TheKTF.com

What You'll Walk Away With

100% TUITION-FREE

- ✓ **Defuse high-tension calls faster** using proven verbal de-escalation techniques that reduce risk for callers and responders
- ✓ **Manage your own stress response** to stay sharp and focused through long, difficult shifts
- ✓ **Strengthen officer safety outcomes** by relaying critical information with clarity and composure
- ✓ **Build professional confidence** through scenario-based practice you can apply immediately
- ✓ **Earn a full day of professional development** at no cost — funded entirely by the DOJ COPS Office

Training Details

DATE & TIME

Wednesday, April 22, 2026

8:00 AM – 5:00 PM (full day, in-person)

LOCATION

Montgomery College Public Safety

Rockville Campus

51 Mannakee Street, Rockville, MD 20850 · Room SW301

WHO SHOULD ATTEND

9-1-1 Call-Takers & Dispatchers

All current personnel employed by a public safety agency

IMPORTANT

Preregistration Required

Walk-ins cannot be accommodated

Seats Are Limited. Don't Wait.

This fully funded training fills quickly. Secure your spot today.

[Claim Your Free Seat](#)

www.TheKTF.com