

Emotional Intelligence in 9-1-1



Your emotional intelligence can mean the difference between chaos and clarity.

Sheri Jasso Lead Dispatcher • Lead Instructor, Emotional Intelligence in 9-1-1

www.TheKimTurner.com

This specialized training empowers 9-1-1 dispatchers to perform at their peak when seconds count. Through interactive exercises and real-world scenarios, participants develop the emotional awareness and regulation skills essential for sustained excellence in emergency communications.

WHY THIS COURSE MATTERS

Handle high-pressure situations with enhanced composure

Build stronger connections with callers and field first responders

Make critical decisions with greater confidence

Reduce workplace stress and prevent burnout

WHO SHOULD ATTEND

9-1-1 Dispatchers and Call-Takers

Emergency Communications Supervisors

Communications Training Officers

Communications Managers

IN-PERSON CLASS

Roseville Police Department

1051 Junction Blvd
Roseville, CA 95678

Over 18 years in public safety communications. Three-time Dispatcher of the Year. Recognized for calm leadership, mentorship, and commitment to excellence in 9-1-1.



CHOOSE YOUR DATE

Monday, November 30, 2026

CCN 1301-12421-26-001

Thursday, December 3, 2026

CCN 1301-12421-26-002

TUITION
\$299

DURATION
8 Hours CPT

TIME
0800-1700

CERTIFICATION
POST-Certified

REIMBURSEMENT
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