

Crisis Communication Skills

Public safety call-takers and dispatchers increasingly deal with callers in crisis. This course explores techniques for active shooter events, suicidal callers, terrorist incidents, and other critical events. Participants develop skills for engaging callers under extreme stress while addressing the emotional impact of repetitive trauma exposure.



YOUR INSTRUCTOR

Anthony Alvo

Vice President of Operations, Kim Turner, LLC

POST-certified instructor and U.S. Marine Corps veteran with over two decades in law enforcement, 9-1-1 dispatch, and public safety education. A former Police Officer with the Los Angeles Police Department and the Chino Police Department, Alvo transitioned into 9-1-1 dispatch operations as a Public Safety Dispatcher III with both Chino PD and the San Bernardino County Sheriff's Department. He currently teaches POST-approved courses at Golden West Community College and Rio Hondo Community College. Alvo holds a Master of Arts in Education and a Bachelor of Arts in Social and Criminal Justice.

WHAT YOU WILL LEARN



Callers in Crisis

Recognize common call types that constitute a crisis and understand the scope of criminal and non-criminal events dispatchers face.



Engagement Techniques

Master active listening, adapt to the caller, develop techniques for young callers, and leverage Text-to-911 communications effectively.



Emotional Resilience

Understand the emotional impact of repetitive trauma exposure and identify peer support programs and wellness resources available.

Thursday, September 10, 2026

CCN 1301-30873-26-001

Monday, November 2, 2026

CCN 1301-30873-26-002

TUITION
\$199

DURATION
4 Hours

DELIVERY
Live Virtual

CERTIFICATION
POST-Certified

REIMBURSEMENT
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