



Interpersonal Skills & Career Survival

The goal of this course is to pull back the curtain on common behavior and communication exchanges unique to the dispatch world. The course will review concepts and techniques to effectively navigate the pitfalls associated with interpersonal skills, personality types, generational differences, and most importantly handling conflict in the communications center.

Wellness

This basic course provides the students with relevant information to manage daily stressors associated with the role of Public Safety Dispatchers as well as coping and resiliency skills. It is available in both a 4-hour or 8-hour format and is most suitable for dispatchers just beginning their public safety careers.

Managing Generations & Wellness

This course explores working with and supervising different generations in a public safety communications center with specific emphasis on recruiting, training and retaining Millennials and preparing for the future with Gen Z. This is a 4-hour block of instruction and is often paired with the 4-hour block of Wellness for an 8-hour training day.

Trauma Exposure and Management

This 8-hour course considers the 'emotional' aspect of the unique characteristics associated with 9-1-1 dispatchers. This course provides a basic understanding of traumatic stress definitions and common issues experienced public safety dispatchers. The course also reviews current literature and scientific studies, identifying available resources and leverages critical thinking skills to develop personal action plans for resiliency.

Stress Management for Supervisors and Managers

This course is designed for public safety dispatch supervisors and managers. Students learn the unique stressors associated with leadership positions, basic conflict resolution skills, and developing resiliency for themselves and their staff.

Leadership and Accountability

This course discusses the concepts of leadership specific to the public safety dispatcher workplace. The learning objectives delve into myths, common traits, gender roles, and accountability. This course is often paired with Stress Management for Supervisors and Managers for a two-day leadership workshop to fully immerse the student in successful strategies in personal leadership development and empowerment.

Active Shooter Situations

This course is designed to increase the public safety dispatcher's ability to effectively respond to the unique challenges presented by an active shooter incident by focusing on call-taking techniques, dispatching, and understanding the active shooter mentality. This course is combined with tabletop exercises facilitated by a SWAT supervisor to fully integrate the unique and powerful role that public safety dispatchers play in successful tactical field operations.

Critical Incidents

This course is designed in an 8-hour or 16-hour format to enhance the skills and abilities of public safety dispatchers specific to critical incidents. The overall goal of the course is to prepare dispatchers for a variety of probable events and to form an action plan prior to an event. Current case studies are utilized through an interactive format to enhance the student's learning. This course combines tabletop exercises facilitated by a SWAT supervisor to fully integrate the unique and powerful role that public safety dispatchers play in successful tactical field operations.

Biography



Born and raised in Los Angeles, Kimberly has served the public as public safety professional for the past quarter century. With experience on both sides of the radio, Kim leverages her experience, business, and academic acumen to progressively lead the next generation of 911.

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