

DISPATCHER'S ROLE IN CRITICAL INCIDENTS



Course Overview:

This essential course offers a comprehensive, three-dimensional view of the role of public safety dispatchers in critical incidents. Participants will explore natural, criminal, and tactical events through the perspectives of both dispatchers and field operations. Gain the skills and knowledge needed to effectively manage high-stress situations and ensure the best possible outcomes.

Course Objectives:

- Demonstrate their understanding of critical incidents and their impact on dispatch operations
- Identify resources and officer safety considerations during critical incidents
- Analyze case studies and create checklists or resource guides for dispatch operations

Course Highlights:

- Examination of resource considerations for critical incidents, including emergency services, specialized teams, and public information
- Understanding the role of tactical dispatchers and special teams during critical incidents
- Learning activities and assessments to reinforce key concepts and develop practical skills

Who Should Attend:

This course is designed for public safety dispatchers at all levels, including line-level, leads, trainers, supervisors, managers, and directors.

Presented by Kim Turner & Ken Hardesty



Born and raised in Los Angeles, Kim has served as a law enforcement professional for three decades as a police officer, 9-1-1 administrator, and business owner. She established Kim Turner, LLC in 2017 to bridge the training and response gap between 9-1-1 and field first responders. Kim's methodology combines real-world experience as a practitioner and academic accomplishments. Kim has earned two master's degrees from the University of Southern California and San Jose State University. Her research and publications are often cited, and she has received academic awards for her research in the 9-1-1 space. Kim's passion for public safety is at the core of her commitment to service.



Ken Hardesty brings 27 years of law enforcement experience and 7 years of U.S. Marine Corps service to the table. His diverse assignments from patrol to peer support showcase his versatility and commitment to serving his community. With a Bachelor's in Political Science and pursuing a Master's in Emergency and Disaster Management, Ken's dedication to continuous learning highlights his passion for his field and desire to make a positive impact.



IN PERSON COURSE

Friday, August 29, 2025

0800-1700 hours

Tuition \$299

WWW.THEKIMTURNER.COM

POST CCN 1301-30941-25-001

POST PLAN NA

Eligible for CalOES ATA reimbursement

Students receive 8-hours of CPT