

Dispatcher's Role in Critical Incidents

This course brings a three-dimensional view to the role of public safety dispatchers in critical incidents by exploring natural, criminal, and tactical events through the perspective of dispatchers and field operations. Designed for all levels of dispatch professionals, from line staff to directors.



INSTRUCTOR

Anthony Alvo

VP of Operations, Kim Turner, LLC

POST-certified instructor and USMC veteran. Over two decades in law enforcement, 9-1-1 dispatch, and public safety education. Former Police Officer, LAPD and Chino PD. M.A. in Education.



INSTRUCTOR

Cpl. Ken Hardesty (Ret.)

Police Corporal (Ret.)

25 years in law enforcement (retired) with POST Advanced Certificate. Subject matter expert in use of force, active shooter response, defensive tactics, de-escalation, and peer support. B.A. in Political Science.

WHAT YOU WILL LEARN

Critical Incident Operations

Understand what constitutes a critical incident, the variables of criticality, and the impact these events have on dispatch operations, from active shooters to natural disasters.

Resource Management

Identify EMS, fire, government, allied agency, and specialized team resources available during critical incidents. Understand hospital trauma levels and public service coordination.

Tactical Dispatch & Special Teams

Explore the role of tactical dispatchers in field deployment and center operations, and learn how SWAT, HNT, bomb squad, and rescue task force teams coordinate during events.

Stress & Emotional Resilience

Identify the effects of acute traumatic stress and PTSD, understand critical incident stress debriefing, and develop a personal plan for emotional health and peer support.

Thursday, September 17, 2026

CCN 1301-30941-26-001

TUITION
\$199

DURATION
4 Hours

TIME
0800-1200 PST

CERTIFICATION
POST-Certified

REIMBURSEMENT
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