KIM TURNER, LLC

www.TheKimTurner.com

Trauma Exposure *& Management*

This course explores the physical, cognitive, emotional, and behavioral reactions to trauma experienced by public safety dispatchers. Participants will identify specific reactions they have experienced after traumatic incidents and develop personalized coping strategies for recovery and resilience.

YOUR INSTRUCTOR

Kim Turner

Founder & President, Kim Turner, LLC

33+ years in public safety communications. Former 9-1-1 Communications Administrator overseeing 225 staff across two PSAPs for the San Bernardino County Sheriff's Department. Co-published peer-reviewed researcher on dispatcher stress (Turner, Lilly, Gamez & Kressler, 2019). Holds an MPA (USC), MS in Justice Studies (SJSU), BA in Communications (LMU), and ENP/CMCP credentials.

WHAT YOU WILL LEARN

Trauma Types & Disorders

Understand acute stress disorder, secondary traumatic stress, compassion fatigue, cumulative stress, and emergency responder exhaustion syndrome specific to dispatchers and the unique ways these conditions present in 9-1-1 professionals.

Recognizing Symptoms

Identify physical, cognitive, emotional, and behavioral reactions to trauma including flashbacks, hypervigilance, avoidance, sleep disruption, and emotional numbing in yourself and peers.

Coping & Recovery

Develop strategies for managing symptoms, understanding triggers, overcoming the stigma of seeking help, and building a personal plan for resilience through education and peer support.

COURSE DATE OPTIONS

Monday, November 23, 2026
CCN 1301-30973-26-001

Wednesday, December 16, 2026
CCN 1301-30973-26-002

TUITION
$199

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DURATION	TIME	DELIVERY	CERTIFICATION
4 Hours	0800-1200 PST	Live Virtual	POST-Certified