KIM TURNER, LLC

COMPLACENCY & CRITICAL DECISION-MAKING

POST-Certified | 4-Hour Course | Live Virtual | 0800 – 1200 PST

Thursday, August 6, 2026
CCN 1301-31021-26-001

Thursday, October 22, 2026
CCN 1301-31021-26-002

Thursday, December 17, 2026
CCN 1301-31021-26-003

COURSE DESCRIPTION

This course addresses the underlying challenges faced by all public safety dispatch centers, including the potential dangers of complacency, substandard teamwork, and inadequate professional decision-making. Every participant engages in a personal accountability assessment designed to help them identify and avoid issues related to negative attitude, subpar performance, and poorly made decisions. This training provides practical strategies for sustaining professional excellence across every shift.

LEARNING OBJECTIVES

1. Define the characteristics of complacency in 9-1-1 centers.
2. Identify the factors that contribute to complacency.
3. Describe the warning signs of complacency.
4. Provide strategies for maintaining professional performance.
5. Develop a personal plan for avoiding complacency.

COURSE TOPICS

- Complacency: Definition and Effects
- High-Risk Tasks and Risk Minimization
- Information Filtering and Bias
- Policies, Procedures, and Credibility
- Accountability and Supervisor Roles
- Solution-Oriented Problem Solving
- Professionalism Under Pressure
- Dispatch Culture and Self-Evaluation

TUITION
$199 per attendee

REIMBURSEMENT
Eligible for CalOES ATA

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. Former Police Officer with LAPD and Chino PD. Currently teaches POST-approved courses at Golden West and Rio Hondo Community Colleges. Holds an M.A. in Education and a B.A. in Social and Criminal Justice.