

A KIM TURNER, LLC COURSE

CONFLICT MANAGEMENT

Create a more harmonious 9-1-1 dispatch center.

LIVE ONLINE COURSE

WEDNESDAY, APRIL 1, 2026

0800-1200 PST



Sheri Jasso

Sheri Jasso, Lead Dispatcher for the Galt Police Department, brings over 18 years of experience in emergency communications and supervisory leadership. As Instructor for Conflict Management for 9-1-1 Dispatchers, she equips public safety professionals with practical strategies to navigate conflict, strengthen collaboration, and maintain professionalism under pressure.

POST CCN# 1301-20850-25-004

POST PLAN NA

4-HOURS CPT CREDIT

Eligible for CalOES ATA Reimbursement

Michigan TKT2023-3513

Tuition \$199

Register online www.TheKimTurner.com



This course uncovers the root causes of workplace conflicts and bullying.

- The course reviews effective strategies to defuse tense situations.
- Learn communication techniques tailored for high-pressure, high-stress work environments
- Discover practical tools to foster a positive team atmosphere.



WWW.THEKIMTURNER.COM