

COMPLACENCY AND CRITICAL DECISION-MAKING



IN-PERSON

POST CERTIFIED

This course examines how complacency develops in public safety environments and the direct impact it has on critical decision-making under pressure. Students explore the factors that erode vigilance over time including routine, fatigue, and false confidence. Through real-world case studies and interactive scenarios, participants build decision-making frameworks they can apply immediately. The course is designed for 9-1-1 dispatchers.



DATE

May 15, 2026



TIME

0800 – 1700



LOCATION

Pismo Beach Police Department
1000 Bello St, Pismo Beach, CA



POST CCRN

1301-31021-25-008



CPT HOURS

8 Hours



TUITION

\$299



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