




**MARCH 19, 2020**

**California Highway Patrol**


**1380 E. Fortune Avenue**

**Fresno, CA 93728**

**0800-1700**



**CRISIS  
COMMUNICATIONS  
SKILLS**



• *Public Safety Dispatchers* •

Public Safety Call-takers & Dispatchers increasingly deal with callers in crisis. This course explores communication techniques used for critical incidents, suicidal callers, and those in crisis. This course is taught by Anthony Alvo; a current 9-1-1 dispatcher and educator.

POST PLAN IV

**\$125.00**

CCN 1301-30873-19-001

[www.TheKimTurner.com](http://www.TheKimTurner.com)