



# DE-ESCALATION FOR DISPATCHERS

## Course Overview:

This essential course is designed specifically for 9-1-1 first responders who communicate with the public daily. Through proven Verbal Judo methodology, students will learn to effectively interact with callers and generate voluntary compliance. Participants will gain skills to enhance professional safety, decrease complaints and liability, and reduce job-related stress.

## Course Objectives:

1. Master effective communication using Verbal Judo language and techniques.
2. Understand how Verbal Judo can de-escalate high-stress situations and generate voluntary compliance.
3. Apply skills learned in class to their professional and personal lives.

## Who Should Attend:

This course is tailored exclusively for 9-1-1 first responders, including dispatchers, call-takers, and other emergency communications professionals.

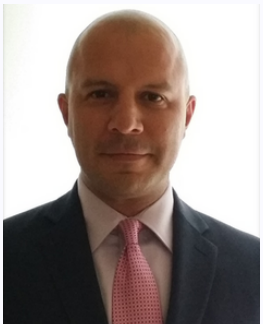
---

*Kim Turner, LLC is in partnership with the Verbal Judo Institute to provide exclusive training to our 9-1-1 first responders. Don't miss this opportunity to enhance your communication skills, increase safety, and improve interactions with the public in high-stress situations. Register today for, "De-escalation Training for Dispatchers."*

---

## About the Instructor:

Anthony Alvo, a highly experienced law enforcement professional and educator, brings a wealth of knowledge to the courses he facilitates for Kim Turner, LLC. With nearly two decades of experience as a police officer, 9-1-1 dispatcher, and educator Anthony creates a synergistic classroom experience whether it is online or in person. Anthony holds a POST Advanced Dispatch Certificate, a bachelor's in criminal and social justice, and a master's in education specializing in adult learning.



**ONLINE TRAINING**  
**OCTOBER 29, 2024**  
**0500-1400 hours**

**Tuition: \$195**

**WWW.THEKIMTURNER.COM**

**POST PLAN N/A.**  
**Students receive 8-hours of CPT.**  
**CCN 1301-21207-24-002**  
**Eligible CalOES ATA**  
**Reimbursement.**  
**MI: TKT2021-2332**  
**NM: NM240138**

