

A KIM TURNER, LLC PRESENTATION

# DE-ESCALATION TRAINING FOR DISPATCH

This course is designed to equip 9-1-1 call-takers, dispatchers, and those assigned to Communications with the necessary skills to redirect behavior and generate voluntary compliance. The primary goals are to increase officer safety and enhance professionalism. The course materials are copyrighted by Verbal Judo Institute and is taught with their express permission with Kim Turner, LLC.

**LIVE ONLINE PRESENTATION**  
**MAY 20, 2021 FROM 0800-1700 PST**

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