

DISPATCHER'S ROLE IN CRITICAL INCIDENTS



Course Overview:

This essential course offers a comprehensive, three-dimensional view of the role of public safety dispatchers in critical incidents. Participants will explore natural, criminal, and tactical events through the perspectives of both dispatchers and field operations. Gain the skills and knowledge needed to effectively manage high-stress situations and ensure the best possible outcomes.

Course Objectives:

- Demonstrate their understanding of critical incidents and their impact on dispatch operations
- Identify resources and officer safety considerations during critical incidents
- Analyze case studies and create checklists or resource guides for dispatch operations

Course Highlights:

- Examination of resource considerations for critical incidents, including emergency services, specialized teams, and public information
- Understanding the role of tactical dispatchers and special teams during critical incidents
- Learning activities and assessments to reinforce key concepts and develop practical skills

Who Should Attend:

This course is designed for public safety dispatchers at all levels, including line-level, leads, trainers, supervisors, managers, and directors.

Presented by

Anthony Alvo & Ken Hardesty



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.



Ken Hardesty brings 27 years of law enforcement experience and 7 years of U.S. Marine Corps service to the table. His diverse assignments from patrol to peer support showcase his versatility and commitment to serving his community. With a Bachelor's in Political Science and pursuing a Master's in Emergency and Disaster Management, Ken's dedication to continuous learning highlights his passion for his field and desire to make a positive impact.



Online Course

Thursday, December 19,

2024 0800-1200 hours

Tuition \$149

WWW.THEKIMTURNER.COM

POST PLAN NA.

Students receive 4-hours of CPT.

CCN 1301-30941-24-004

Eligible for CalOES ATA reimbursement.