

A KIM TURNER, LLC PRESENTATION *IN PARTNERSHIP*  
WITH THE VERBAL JUDO INSTITUTE

# DE-ESCALATION FOR DISPATCHERS

This course is designed to equip 9-1-1 calltakers, 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 by Kim Turner, LLC.

**NOVEMBER 21, 2022**

**0800-1700 PST**

**LIVE ONLINE PRESENTATION**

**Tuition \$175**

**POST CERTIFIED CCN 1301-21207-22-002**

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KIM TURNER, LLC  
THE NEXT GENERATION OF 911

