



9-1-1 EMOTIONAL INTELLIGENCE

In the high-stakes world of 9-1-1, your emotional intelligence can mean the difference between chaos and clarity. Our specialized EI training course empowers 9-1-1 dispatchers to perform at their peak when seconds count.

WHY THIS COURSE MATTERS

The course objectives review:

- Handle high-pressure situations with enhanced composure
- Build stronger connections with callers and field first responders
- Make critical decisions with great confidence
- Reduce workplace stress and prevent burnout

WHO SHOULD ATTEND

9-1-1 Dispatchers and Call-Takers
Emergency Communications Supervisors
Communications Training Officers
Communications Managers



Sheri Jasso, Lead Dispatcher for the Galt Police Department, brings over 18 years of experience in public safety communications. A three-time Dispatcher of the Year, she is recognized for her calm leadership, mentorship, and commitment to excellence. As Lead Instructor for Emotional Intelligence in 9-1-1, Sheri empowers dispatchers to strengthen teamwork, resilience, and professional integrity.

IN PERSON CLASS WITH SHERI JASSO

THURSDAY, MARCH 12, 2026

0800-1700 HOURS

ANTIOCH PD- COMMUNITY ROOM

300 L STREET, ANTIOCH, CA 94509



POST CCN 1301-12421-25-006

8 HOURS CPT

TUITION \$299

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