

Emotional Intelligence in 9-1-1



Your emotional intelligence can mean the difference between chaos and clarity.

This specialized training empowers 9-1-1 dispatchers to perform at their peak when seconds count. Through interactive exercises and real-world scenarios, participants develop the emotional awareness and regulation skills essential for sustained excellence in emergency communications.

WHY THIS COURSE MATTERS

- Handle high-pressure situations with enhanced composure
- Build stronger connections with callers and field first responders
- Make critical decisions with greater 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 · LEAD INSTRUCTOR

Over 18 years in public safety communications. Three-time Dispatcher of the Year. Recognized for calm leadership, mentorship, and commitment to excellence in 9-1-1.

CHOOSE YOUR DATE

OPTION ONE

Monday, November 30, 2026

CCN 1301-12421-26-001

OPTION TWO

Thursday, December 3, 2026

CCN 1301-12421-26-002

IN-PERSON CLASS — BOTH DATES

City of Roseville — Solar Room

116 S. Grant St.
Roseville, CA 95678

Parking garage adjacent to the building.

TUITION

\$299

DURATION

8 Hours CPT

REIMBURSEMENT

CalOES ATA Eligible

TIME

0800–1700

CERTIFICATION

POST-Certified

REGISTER NOW

REGISTER ONLINE

Click the button to choose your date and enroll.

WWW.THEKIMTURNER.COM