



A KIM TURNER, LLC COURSE

CRISIS COMMUNICATION SKILLS



**PUBLIC SAFETY CALLTAKERS AND DISPATCHERS INCREASINGLY DEAL
WITH CALLERS IN CRISIS.**

This course explores communications techniques in situations like active shooter, suicidal caller, terrorist events or other major critical incidents where the caller is in crisis. This course is presented live online.

**WEDNESDAY, AUGUST 06, 2025
0800-1200 HOURS**

INSTRUCTED BY:

Anthony Alvo

Vicente Delatorre



ONLINE

Tuition \$199

CA POST CCN# 1301-30873-25-001

CA PSAPs eligible for CalOES ATA reimbursement.

Michigan TKT2025-5406

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