



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



Kim Turner is a nationally respected leader in 9-1-1 communications and public safety training with over 33 years of experience. As Founder and President of Kim Turner, LLC, she delivers dynamic, scenario-based instruction that strengthens emotional intelligence and leadership across the 9-1-1 profession.

IN PERSON CLASS WITH KIM TURNER

WEDNESDAY, JANUARY 21, 2026

0800-1700 HOURS

ANAHEIM PD - EAST SUB STATION

8201 E SANTA ANA CYN, ANAHEIM, CA 92808



POST CCN 1301-12421-25-004

8 HOURS CPT

TUITION \$299

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