A KIM TURNER, LLC COURSE

Emotional Intelligence in 9-1-1

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

Sheri Jasso Lead Dispatcher • Lead Instructor, Emotional Intelligence in 9-1-1

www.TheKimTurner.com

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

KIM TURNER, LLC
THE NEXT GENERATION OF 911

WHO SHOULD ATTEND

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

IN-PERSON CLASS

Roseville Police Department
1051 Junction Blvd
Roseville, CA 95678

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

Monday, November 30, 2026
CCN 1301-12421-26-001

Thursday, December 3, 2026
CCN 1301-12421-26-002

TUITION	DURATION	TIME	CERTIFICATION	REIMBURSEMENT
$299	8 Hours CPT	0800-1700	POST-Certified	CalOES ATA Eligible