



A KIM TURNER, LLC COURSE

CRISIS COMMUNICATION SKILLS



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

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

MARCH 26, 2026

IN PERSON TRAINING

CCN #1301-30873-25-005
POST PLAN NA
8 HOURS CPT
0800-1700 hours

ONTARIO POLICE DEPARTMENT
2500 S. ARCHIBALD AVENUE
ONTARIO, CA 91761

CalOES ATA Reimbursement
Tuition \$299
Register Online
www.THEKIMTURNER.com

WWW.THEKIMTURNER.COM