

# 9-1-1 EMOTIONAL INTELLIGENCE

In the high-stakes world of emergency dispatch, 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

Every day, you're the vital link between emergency responders and those in crisis. This innovative program helps you:

- Handle high-pressure situations with enhanced composure
- Build stronger connections with callers and first responders
- Make critical decisions with greater confidence
- Reduce workplace stress and prevent burnout

## What You'll Learn

Through interactive online sessions led by experienced emergency response professionals, you'll:

- Master the core components of emotional intelligence in emergency communications
- Discover your personal EI strengths through validated assessments
- Develop practical strategies for managing challenging calls

## Who Should Attend

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

## Innovative Learning Experience

- Real-time discussions with peers nationwide
- Interactive polling and scenario-based learning
- Small group breakout sessions for skill practice



Born and raised in Los Angeles, Kim has served as a law enforcement professional for three decades as a police officer, 9-1-1 administrator, and business owner. She established Kim Turner, LLC in 2017 to bridge the training and response gap between 9-1-1 and field first responders. Kim's methodology combines real-world experience as a practitioner and academic accomplishments. Kim has earned two master's degrees from the University of Southern California and San Jose State University. Her research and publications are often cited, and she has received academic awards for her research in the 9-1-1 space. Kim's passion for public safety is at the core of her commitment to service.

## IN PERSON

**WEDNESDAY, OCTOBER 29, 2025**

**0800-1700 HOURS**

ROHNERT PARK POLICE DEPT  
500 CITY CENTER DRIVE  
ROHNERT PARK, CA 94928



POST CCN 1301-12421-25-003

8 HOURS CPT

TUITION \$299

**CALOES ATA REIMBURSEMENT ELIGIBLE**

[WWW.THEKIMTURNER.COM](http://WWW.THEKIMTURNER.COM)

# 9-1-1 EMOTIONAL INTELLIGENCE

In the high-stakes world of emergency dispatch, 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

Every day, you're the vital link between emergency responders and those in crisis. This innovative program helps you:

- Handle high-pressure situations with enhanced composure
- Build stronger connections with callers and first responders
- Make critical decisions with greater confidence
- Reduce workplace stress and prevent burnout

## What You'll Learn

Through interactive online sessions led by experienced emergency response professionals, you'll:

- Master the core components of emotional intelligence in emergency communications
- Discover your personal EI strengths through validated assessments
- Develop practical strategies for managing challenging calls

## Who Should Attend

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

## Innovative Learning Experience

- Real-time discussions with peers nationwide
- Interactive polling and scenario-based learning
- Small group breakout sessions for skill practice



Born and raised in Los Angeles, Kim has served as a law enforcement professional for three decades as a police officer, 9-1-1 administrator, and business owner. She established Kim Turner, LLC in 2017 to bridge the training and response gap between 9-1-1 and field first responders. Kim's methodology combines real-world experience as a practitioner and academic accomplishments. Kim has earned two master's degrees from the University of Southern California and San Jose State University. Her research and publications are often cited, and she has received academic awards for her research in the 9-1-1 space. Kim's passion for public safety is at the core of her commitment to service.

## IN PERSON

**FRIDAY, MARCH 21, 2025**  
**0800-1700 HOURS**

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



POST CCN 1301-12421-24-002  
8 HOURS CPT  
TUITION \$249  
CALOES ATA REIMBURSEMENT  
ELIGIBLE

[WWW.THEKIMTURNER.COM](http://WWW.THEKIMTURNER.COM)

# 9-1-1 EMOTIONAL INTELLIGENCE



**In the high-stakes world of emergency dispatch, 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

Every day, you're the vital link between emergency responders and those in crisis. This innovative program helps you:

- Handle high-pressure situations with enhanced composure
- Build stronger connections with callers and first responders
- Make critical decisions with greater confidence
- Reduce workplace stress and prevent burnout

## What You'll Learn

Through interactive online sessions led by experienced emergency response professionals, you'll:

- Master the core components of emotional intelligence in emergency communications
- Discover your personal EI strengths through validated assessments
- Develop practical strategies for managing challenging calls

## Who Should Attend

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

## Innovative Learning Experience

- Real-time discussions with peers nationwide
- Interactive polling and scenario-based learning
- Small group breakout sessions for skill practice



Lieutenant Joshua Wofford, a veteran law enforcement leader, SWAT Commander at the Glendale Police Department, and instructor for Kim Turner, LLC, brings his expertise in crisis decision-making and leadership under pressure to the classroom. With advanced degrees from UCLA, Liberty University, and Vanderbilt University, and experience as both a 9-1-1 Communications Manager and SWAT Commander, he combines academic insight with extensive operational experience.

As a seasoned instructor in critical incident management and board member of the California Association of Tactical Officers, Lt. Wofford understands the vital connection between emotional intelligence and effective leadership. His unique background in diverse command roles enables him to teach practical strategies for maintaining composure and making sound decisions in high-stakes situations.

## IN PERSON

**FRIDAY, MARCH 21, 2025**  
**0800-1700 HOURS**

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



POST CCN 1301-12421-24-001  
8 HOURS CPT  
TUITION \$249  
CALOES ATA REIMBURSEMENT  
ELIGIBLE

[WWW.THEKIMTURNER.COM](http://WWW.THEKIMTURNER.COM)