

FREE TRAINING · AUGUST 05, 2026 · INSTRUCTOR LEAD ONLINE TRAINING

Handle Every Call with Confidence. De-escalation Training for Dispatchers

Full-day, hands-on de-escalation course built specifically for 9-1-1 call-takers and dispatchers.

No cost. Funded entirely by the DOJ COPS Office. Limited seats.

[Register Now — It's Free](#)

www.TheKTF.com

What You'll Walk Away With

100% TUITION-FREE

- ✓ **Defuse high-tension calls faster** using proven verbal de-escalation techniques that reduce risk for callers and responders
- ✓ **Manage your own stress response** to stay sharp and focused through long, difficult shifts
- ✓ **Strengthen officer safety outcomes** by relaying critical information with clarity and composure
- ✓ **Build professional confidence** through scenario-based practice you can apply immediately
- ✓ **Earn a full day of professional development** at no cost — funded entirely by the DOJ COPS Office

Training Details

DATE & TIME

Monday, November 16, 2026

8:00 AM – 5:00 PM (California Time)

LOCATION

Instructor Led Training Online via Zoom

Students are required to be on camera with a working microphone. Each student should have their own device. Conference room settings are not appropriate

WHO SHOULD ATTEND

9-1-1 Call-Takers & Dispatchers

All current personnel employed by a public safety agency

IMPORTANT

CA POST APPROVED 1301-21207-26-008

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Seats Are Limited. Don't Wait.

This fully funded training fills quickly. Secure your spot today.

[Claim Your Free Seat](#)

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