

Interpersonal Skills & Career Survival



This course enhances the skills and abilities of public safety dispatchers to navigate different personality types, temperaments, and conflict in the workplace. Through discovery, students learn essential skills to set, manage, and accomplish their goals while maximizing motivation throughout their career.

YOUR INSTRUCTOR

Anthony Alvo

Vice President of Operations, Kim Turner, LLC

POST-certified instructor and U.S. Marine Corps veteran with over two decades in law enforcement, 9-1-1 dispatch, and public safety education. A former Police Officer with the Los Angeles Police Department and the Chino Police Department, Alvo transitioned into 9-1-1 dispatch operations as a Public Safety Dispatcher III with both Chino PD and the San Bernardino County Sheriff's Department. He currently teaches POST-approved courses at Golden West Community College and Rio Hondo Community College. Alvo holds a Master of Arts in Education and a Bachelor of Arts in Social and Criminal Justice.

POST-Certified

8-Hour Course

Live Virtual

WHAT YOU WILL LEARN

Interpersonal Communication

Master the four principals of interpersonal communication and understand how perception, listening, and context shape every workplace interaction.

Workplace Gossip & Conflict

Evaluate the effects of gossip, identify sources of conflict in communications centers, and develop strategies for building positive coworker relationships.

Personality & Temperament

Identify your predominant personality type and temperament blend, and learn countermeasures for navigating challenging personality dynamics on shift.

Career Survival Strategies

Overcome daily frustrations, build self-worth, set meaningful goals, and develop a personal action plan for long-term motivation and career success.

Wednesday, September 16, 2026

CCN 1301-31037-26-001

Thursday, November 5, 2026

CCN 1301-31037-26-002

TUITION
\$299

DURATION
8 Hours

TIME
0800-1700 PST

CERTIFICATION
POST-Certified

REIMBURSEMENT
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