

A KIM TURNER, LLC COURSE

# CONFLICT MANAGEMENT

Create a more harmonious 9-1-1 dispatch center.

LIVE ONLINE COURSE

WEDNESDAY, MAY 06, 2026

0800-1200 PST



**Sheri Jasso**

Sheri Jasso, Lead Dispatcher for the Galt Police Department, brings over 18 years of experience in emergency communications and supervisory leadership. As Instructor for Conflict Management for 9-1-1 Dispatchers, she equips public safety professionals with practical strategies to navigate conflict, strengthen collaboration, and maintain professionalism under pressure.

POST CCN# 1301-20850-25-006

POST PLAN NA

4-HOURS CPT CREDIT

Eligible for CalOES ATA Reimbursement

Michigan TKT2023-3513

Tuition \$199

Register online [www.TheKimTurner.com](http://www.TheKimTurner.com)



This course uncovers the root causes of workplace conflicts and bullying.

- The course reviews effective strategies to defuse tense situations.
- Learn communication techniques tailored for high-pressure, high-stress work environments
- Discover practical tools to foster a positive team atmosphere.



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