



PUBLIC SAFETY TRAINING CONSULTANTS COURSE CATALOG

To host a course or if you have questions, email Kevin@pstc911.com or call 1-800-348-8911
Visit www.pstc911.com to check our current schedule.

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All PSTC Courses

Active Shooter

Are you ready to respond? Learn the IAED protocols.

See Page 5.

Being the Best!

Inspire, motivate, and energize your dispatchers!

See Page 6.

Building your 9-1-1 Liability Shield

A skill and education builder for Public Safety Dispatchers to navigate legal waters.

See Page 7.

Communications Training Officer Workshop | Multi-Day Workshop

Set your agency up for success with quality trainers!

See Page 31.

Communications Training Officer Update | Multi-Day Workshop

A great refresher for your existing dispatch trainers

See Page 32.

Complacency, Cannibalism, and Critical Thinking: How to Avoid a Toxic Workplace

Tools to keep drama from impairing response.

See Page 8.

Crisis Communications & Suicide Intervention for 9-1-1 Professionals

Taking suicide, crisis, and mental illness calls using the PSTC Crisis Communications Toolbox.

See Page 9.

Critical Incident Stress Management | Multi-Day Workshop

A dive into post-trauma stress management training for Communications Peer Counseling Teams, CISM Teams, Trainers, Supervisors and Managers.

See Page 33.

Customer Service the 9-1-1 Way!

The essentials to Public Safety Service! Participants will gain critical tools used to provide ultimate quality service.

See Page 10.

Defeating Dispatch Drama for Peak Performance

Creating a workplace that encourages excellence.

See Page 11.

Dispatch Update | Multi-Day Workshop

This fast-paced class will be taught by a team of PSTC Instructors and covers a variety of topics that are essential to today's 9-1-1 Professionals.

See Page 34.

Domestic & Family Violence for Dispatch Professionals

Learn the best practices for effective responses to domestic violence calls.

See Page 12.

Fire Communications

Staying cool while dispatching for fire services. A skill building class to prepare you for Fire Service calls.

See Page 13.

High Risk!

Prepare for high risk events by learning critical skills for call takers, dispatchers, and trainers.

See Page 14.

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Homeland Security for 9-1-1 Professionals

From terrorism to biological threats, the calls in a disaster will come to your 9-1-1 center. Are you prepared?

See Page 15.

In-Progress!

We will help strengthen your staff's skills in handling events that they feel they are unprepared for, from home invasions, robberies, and much, much more.

See Page 16.

Incident Dispatcher Team Training | Multi-Day Workshop

The Ultimate in Standardized Response Training! IDT training will enhance dispatching skills through understanding of equipment and fire characteristics.

See Page 35.

It's Your Ship: Navigating Communications Center Leadership

Learn how to tackle leadership issues for all levels of emergency communications centers.

See Page 17.

Mission Critical Communications

You name it; we'll prepare your staff for an effective response in critical moments!

See Page 18.

Mission Critical Communications | Multi-Day Workshop

In this extensive workshop, we'll prepare your staff for an effective response in critical moments!

See Page 34.

Modular Fire Communications Training | Multi-Day Workshop

Pick from the PSTC Menu and we'll teach the fire response topics your agency wants!

See Page 38.

People First Leadership

This is PSTC's take on Leadership, Inspiration and, Motivation, and how to apply it within your emergency communications center.

See Page 19.

Policy & Procedure Workshop | Multi-Day Workshop

The *only* communications and 9-1-1 specific policy & procedure workshop offered by any training provider. Students will develop a working policy and procedure document template and manual that will be specific to your agency!

See Page 39.

Progressive Supervision Workshop

Supervision is sometimes thrust upon a worker with no thought to progressive training, so we developed this workshop to be a step to building effective supervisors and leaders.

See Page 21.

Providing Exceptional Service: What if it Were Family?

Making sure every caller receives the same level of service you would provide to your own family.

See Page 22.

Responder Risk and the 9-1-1 Professional

Using tools and resources to keep responders safe in the field.

See Page 24.

School Violence: Lessons Learned

We hope there won't be a "next time" but know you need to be prepared; train your staff to prevent and prepare for school violence events.

See Page 25.

Spirit to Serve

Service and staff empowerment are key to their success. How do we encourage the people around us to have the "Spirit to Serve"?

See Page 26.

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Supervision and Leadership Workshop | Multi-Day Workshop

A hands-on approach to tackling leadership problems.

See Page 41.

Trains, Planes & Automobiles

From the initial 9-1-1 call to the response and recovery, this class covers call taking, dispatching, and responding to a wide variety of transportation-related emergencies.

See Page 27.

Under The Headset: Surviving Dispatch Stress

Learn the dynamics of the stress responses 9-1-1 professionals encounter, and how to healthily cope with them.

See Page 28.

You Just NEVER Know

You just never know what is waiting at the other end of that next incoming phone call or radio transmission— make sure you're ready.

See Page 29.

ONE-DAY COURSES

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Active Shooter for 9-1-1 Professionals

Prepare your team for any "Active Assailant"

Class Length: 8 hours

Certification(s): **California** POST approved

Michigan approved

Massachusetts approved

IAED Approved for continuing education

**Call for details regarding other certifications.*

Target Audience: Any call taker, dispatcher, trainer, supervisor, or manager.

** Law, Fire and EMS responders are welcome to attend. Responders will learn lessons that will help their applications and become better prepared for an active shooter event, and how to work collectively with communications.*

This popular class provides new skills for workplace shootings, school shootings, spill-over domestic violence, large occupancy building shootings and other events that are considered "active shooter" and active assailant situations. We have taught thousands of call taking and dispatch professionals on the lessons learned and skills needed by 9-1-1 professionals during school shootings, this course goes to the next level and addresses all types of Active Assailant events. PSTC is nationally respected for our passionate research. This class has amazing supporting media.

Students will learn new call taking, planning, and dispatching skills that they can use immediately. What would you do if you received a call of a shooting at a local church, factory, transit hub, school or in the town square? We will not only share the lessons learned, we will also work through our instructor facilitated problem-solving situations to better prepare any communications professional for quick action.

This 8-hour class is bound to be one of the best classes your staff ever attends. Trainers and Supervisors will learn how to coordinate an event and what notifications and resources may be necessary during large or small scale events. PSTC is America's most trusted in-service training provider. We do the homework to present the most professional classes that students can attend. We believe in Lessons Learned rather than "shame on you" and we honor the agencies that have handled events by sharing their accomplishments and their ideas for handling active shooter tragedies with quick, efficient, and compassionate action.

This class is for any 9-1-1 or emergency communications professional. It is also in line with IAED protocols. Don't miss this opportunity to learn lessons, prepare for an active assailant event and be better educated for a "high risk, low frequency" event.

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Being the Best!

Successful training will ultimately bring success to your agency.

Class Length: 8 hours

Certification(s): **California** POST approved

Michigan approved

IAED Approved for CEU's

**Call for details regarding other certifications.*

Target Audience: Any public safety dispatch professional.

At PSTC we are excited to announce "Being the Best," a class filled with creative tools and techniques that will motivate, inspire, improve, and provide decision-making tools for your Communications Center Staff. Though your car may be running "okay", you still take it in for a "tune-up" once in a while. This class is your Communications Center tune-up! We share the most current events and "lessons learned" from around the nation. Each class will have a section "ripped from the headlines" that will spark discussion from the class. We will cover the profession from start to finish during each class.

Topics include:

- Intelligent Decision Making
- How Policy Can Lead You to Successes
- Intuition and the Quality 9-1-1 Professional
- Integrity and Ethics
- Quality Call Taking Skills and Tools
- Dedicated Dispatching
- Saluting the Best
- High-Risk Reminders
- Common Sense and the Communicator
- New Age Call Taking (Telematics issues, VOIP reminders, and Wireless Calls)
- Call Taking from 3rd Parties (i.e. OnStar, Alarm Companies, etc.)

This is a great in-service selection that will inspire, motivate and energize your dispatchers! Your staff deserves this class, and your public and first responders will be safer thanks to this class! Give us your tired, your burnt out and your almost "living dead" dispatchers. Mr. and Mrs. Grumpy Pants are welcome too. Don't forget the average and great staff members too, we ALL need a tune-up once in a while. See how smoothly your Communications Center engine can run after a PSTC 10 point tune-up! You'll like the ride!

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Building Your 9-1-1 Liability Shield

A skill and education builder for Public Safety Dispatchers to navigate legal waters.

Class Length: 8 Hours

Certification(s): **California** POST approved

Massachusetts approved

IAED Approved for CEU's

**Call for details regarding other certifications.*

Target Audience: Any public safety dispatch professional.

Liability is a major concern for all public safety communications centers. Our customers have asked for a dispatch and 9-1-1 specific class regarding liability and we have delivered! We have contacted every State's Attorney General and received information that is specific to your state laws and statutes to tailor each class. No other provider delivers a dispatch and regionally specific liability class! At PSTC we have chosen to educate students on liability rather than scare them as many classes do. We feel that by providing education and skills to our students, they will be better prepared to understand and avoid liability. We use a multi-layered approach to liability education.

Our class includes topics such as:

- Legal Terms: Liability, negligence, causation, vicarious liability and failure to train are terms we define and give examples for.
- How to limit liability exposure and increase community and responder safety
- Case Studies and Dispatchers in the News: We take a fair and honest look at telephone and radio calls that have helped land dispatchers into the liability hot seat. We show dispatchers how they can avoid complaints, reduce liability exposure and increase safety in the field through our "liability shield" techniques.
- Confidentiality Issues: This is a great reminder for trainers and supervisors. For the line employee, we discuss the release of confidential information such as medical history, criminal history, and officer safety. We reinforce the NCIC rules of confidentiality and introduce you to specific regional laws.
- 9-1-1 Lawsuits: A wide variety of 9-1-1 events will be used to illustrate liability. Some are indeed 9-1-1 horror stories, others are "everyday events" that took a bad turn and placed an agency or dispatcher in liabilities path. □

Through tape critiques, court cases and past incidents we will illustrate ideas to implement in your agency. A wide variety of call types are discussed. Tools they receive in this one-day class will improve their skills, knowledge, and performance.

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Complacency, Cannibalism, and Critical Thinking: How to Avoid a Toxic Workplace

Tools to keep drama from impairing response.

Class Length: 8 Hours

Certification(s): **California** POST approved

Massachusetts approved

Michigan approved

IAED Approved for CEU's

**Call for details regarding other certifications.*

Target Audience: Any public safety dispatch professional.

We want to affirm the great work of your hard-working 9-1-1 staff members, inspire the "average" staffer, and bring the "oh no, that's me" realization to the "Type A Tiger" that is slowly killing workplace morale within your team. Our instructors will put the emphasis on self-evaluation and reflection of your attitude, behavior, and performance by providing new ideas, skills, and tools to use within the 9-1-1 profession and how those tools will make you better under both routine and emergency events or calls.

Each student will be provided with 10 Proficiency Tools to improve their ability to stay positive. We don't focus on the negative alone; we want to effectively remind your 9-1-1 professionals to make conscious decisions and use critical thinking. We want them to see how their attitude and performance affects their calls for service, the risk to our field responders, and potential public relations outcomes. We demonstrate the critical link between decision making, risk management and the failures caused by complacency and negativity. We offer real-world solutions and proven ways to turn around negativity and complacency.

Here are a few topics we will cover in this class:

- Effective decision making thought processes
- Empowerment
- Personal accountability and ethical standards
- The vital role of a Mission Statements and Core Values
- Individual and agency duty
- How you can be an official or unofficial role model in the workplace
- How to utilize our 10 proficiency tools for better performance.

We will also facilitate a great discussion of what professionalism and pride are and how each individual has the "Power of One". This class is currently the #1 class at PSTC with overwhelmingly positive results and reviews. Send us your new or tenured employee, your problems "lying in wait" or any staffer that is ready for a great class to remind them how essential their attitude is to team action, performance, quality and their off-duty lives.

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Crisis Communications & Suicide Intervention for 9-1-1 Professionals

Effectively taking crisis calls

Class Length: 8 hours

Certification(s): **California** POST approved

Massachusetts approved

Michigan approved

IAED Approved for CEU's

**Call for details regarding other certifications.*

Target Audience: Any public safety employee at any level with an interest in the topic.

There are over 45,000 reported suicides yearly in the United States. For every completed suicide, there are 50 others that call 9-1-1 or a suicide prevention hotline as a cry for help before or during a suicide attempt. Dispatch Centers are often the initial "first responder" when hostage events or barricaded suspect events occur. Dispatchers must know the delicate balance that they are responsible for during family emergency and various crisis calls.

PSTC is the ONLY Dispatch Training Provider to have a partnership with the Veterans Administration to train 9-1-1 Professionals the best and most current ways of communicating with Veterans and members of the military in crisis. 123 Veterans commit suicide daily.

Our PSTC Crisis Communications Tool Box will make you a more effective call taker and dispatcher. It will also increase responder safety and improve the chances of a successful outcome. As emergency communicators, we are vital caregivers in the public safety circle. What do we need to say to suicidal callers or depressed subjects? What do you need to know about Suicide-by-COP precipitators? How do we prepare the first responders with a picture of what they are responding to? How do we transition between being caregivers, information gatherers and tactical response dispatchers in suicidal caller events?

Topics Include:

- Myths and facts of suicide and suicide by COP events and your responsibilities
- Terms to use or avoid with volatile callers
- Specific call taking and dispatching techniques for responder safety!
- Domestic and Family Violence: the dispatcher's vital role in information gathering
- The Exclusive PSTC Crisis Communications Toolbox: What it is and how to use it for suicidal/suicidal by COP, depressed and upset, domestic violence, and hostage/barricaded callers.

**Class participation is encouraged through role-playing and scenario calls. Though not mandatory, each student will have the opportunity to role-play with a variety of calls based on real situations that have occurred around the nation.*

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Customer Service the 9-1-1 Way!

The Essentials of Public Safety Service.

Class Length: 8 hours

Certification(s): **California** POST approved

Massachusetts approved

Michigan approved

IAED Approved for CEU's

**Call for details regarding other certifications.*

Target Audience: Any public safety dispatch professional.

It All Starts With a Phone Call. This is one of our most popular in-service classes. Any member of your team will gain a renewed sense of why customer service is essential within public safety. Now can you empower your dispatchers, call takers and records personnel to adopt a sincere and effective level of customer service.

Participants will gain critical tools used to provide ultimate quality service. Comparisons with Fortune 500 companies such as Disney, Hilton, and Nordstrom's are used to illustrate how perception becomes reality. Participants are reminded who customers are. They are much more than just "callers". We also demonstrate how great customer service actually makes our jobs easier, saving unnecessary patrol responses and improving the image of the agency. Proven methods demonstrate each example empowering students to use the tools they learn.

The class contains many examples and excellent scenarios. This class is so popular that we now contract with agencies to teach their entire staff. You can host a class for your agency or your region. This course can also be modified so it is specific to your own agency's Community Policing program. Either way, we bring success to your team.

This course brings a fresh look at community-based policing to the missing link— communications and records personnel. Community Policing Models can't possibly be effective unless it includes your communications center and records group and has everyone working as a team.

This class is responsible for turning around the "negative Ned/Nellie" that may work within your agency. We receive e-mails and calls from agencies nationwide praising this course for reinvigorating their staff members. Why not give this class a try and see what amazing outcomes that your agency has.

Defeating Dispatch Drama for Peak Performance

Replacing Negativity, Drama, and Bullying with Peak Performance.

Class Length: 8 Hours

Certification(s): **California** POST approved

IAED Approved for CEU's

**Call for details regarding other certifications.*

Target Audience: Any public safety dispatch professional.

We all know that drama and bullying can have effects on your mood or attitude. Unfortunately, that can show up in your performance. If a 9-1-1 professional is distracted by a negative culture or a drama filled environment, it can be a risk to responders and your community. It also has a poor effect on employee satisfaction, engagement, performance, and staff retention.

This 1-day course will focus on how to turn around workplace drama, bullying, and negativity. Once we have lessened or eliminated those distractions, we will demonstrate to students that they can lose the shadow that is cast by negativity and replace it with peak performance.

Topics included:

- Tools for defeating drama, bullying, and negativity
- What a "workplace infection" is and how to identify if you work in one
- Changing a negative culture and staying positive
- The many benefits of positive change
- How peak performance improves workplace satisfaction and creates a climate for improved productivity and safety

Negativity, drama, and bullying all have their own traits and we cover them all. Workplace drama also has many victims including trainees, trainers, and longtime staff members. We will facilitate great examples of the benefits of creating a better work environment and the benefits to each student on how not to feed the negativity beast.

The class focuses on useful ideas on how to stay on the path of change both personally and professionally. We illustrate how to recognize and fight any negativity that you are tempted to bring into the workplace. Throughout the class, we remind students to be mindful of their behavior and how it can infect a workgroup or the entire dispatch center.

The class is fun, informative. We will help to transform the bully or drama king/queen while empowering potential victims within your workplace. It also gives tools for leads, supervisors, and managers on how to quell the drama and encourage and maintain peak performance.

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Domestic & Family Violence for Dispatch Professionals

An Essential Class for Improving Community & Responder Safety

Class Length: 8 Hours

Certification(s): **California** POST approved

Massachusetts, Michigan & Texas approved

IAED Approved for CEU's

**Call for details regarding other certifications.*

Target Audience: Any public safety dispatch professional.

**This class will be tailored to meet your specific agency needs or any emergency services group. We have vast experience with police, fire, EMS, military, and private public safety groups.*

Call Takers and Dispatchers hold an essential role in community and responder safety during Domestic and Family violence calls. A law enforcement dispatcher plays a vital and key role in the apprehension and prosecution of a domestic violence suspect. They are the essential link between a victim and public safety response. The 9-1-1 professional must be prepared for domestic and family violence calls, to prioritize them correctly and to coordinate a safe response. This class gives your team the skills that they need.

A woman is physically abused by her husband every 9 seconds in the United States. A call taker and dispatcher must know the variety of ways that calls of family and domestic violence may be referred to a dispatch center. 35% of emergency-room visits by women are for symptoms that may be the result of spousal abuse; as few as 5% of these victims are ever so categorized. It takes a huge amount of courage for a victim to call 9-1-1, therefore we must be prepared to gather the right information and facilitate the appropriate response! This course covers a wide variety of DV call types.

Topics include:

- Information gathering during the initial call for service
- Asking questions that assist in the prosecution of the suspect
- What to expect from a traumatized caller
- How to combine compassion and empathy to get the best information.
- The Dispatchers role in responder safety during critical calls
- How to defuse the suspect while responders are in route to a call
- Using the PSTC Crisis Communications Toolbox
- Role Plays and Scenarios of reality-based family emergency calls
- Lessons Learned and case studies to enforce the dispatcher's role

Learn how to calm abusive and assaultive subjects and gain necessary intelligence on the telephone that can help responding officers and keep the situation safe? We will share the valuable questions that can be asked on the telephone that can lead to better arrests and to more successful prosecutions?

PSTC is the only 9-1-1 training provider that shares the all-new "Blueprint For Safety" and provides you with call guides and approved call taking questions that have been approved by DV advocates, prosecutors, and judges.

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Fire Communications

Staying cool while dispatching for fire services.

Class Length: 8 Hours

Certification(s): **IAED Approved for CEU's**

**Call for details regarding other certifications.*

Target Audience: Any public safety employee at any level with an interest in the topic.

PSTC, utilizing the talent and experience of veteran fire communications dispatchers, has developed this class to address the ever-changing role of the fire service dispatcher. Dispatchers new to fire communications will find a variety of great knowledge in this workshop. Experienced veterans of the fire board or for the many dispatchers working in combined communications centers will find this class a great chance to enhance their knowledge and skills. We have taken the most popular modules of our Fire Communications Course and combined them here in this informative one-day workshop.

We'll sift through the jargon so dispatchers will know what resources are being requested, and what those resources provide to an incident. A review of fire service resources will include air tanker, water tender, quints, air/light units and more! "2 In - 2 Out" is explained along with other fire service terms.

Topics include:

- Fire Communications Procedures and Tactics
- What are the "best" questions to ask in a fire emergency?
- How can dispatchers save time and provide useful information to Incident Commanders?
- How do we balance a quick response with our best customer service skills?
- Responder safety and equipment knowledge
- Learn what the firefighters are doing with the information that you provide them with
- Hazardous Materials: More and more Hazardous Materials are handled each day in your jurisdiction, and dispatchers need to be aware of both chemicals contained in structures and transported on our roadways, air, rail, and pipelines. We will provide a list of questions to determine what Hazardous Materials may be involved in an incident, and what information dispatchers may be able to provide to fire-ground commanders.
- Communications role in personnel accountability reports, lost firefighters, and operational retreat
- Incident Command System (ICS): A review of ICS with emphasis on the role of the Fire Service Dispatcher.
- Mutual Aid covers requesting additional resources for a large-scale incident, terminology, providing location and directions, managing outside resources and "turf" problems.

There are new policies and procedures dispatchers need to know when '2 in - 2 Out' is implemented and this overview allows dispatchers to know what to do if the Incident Commander makes a call for a 'RIC' Team during an incident. Also, new requirements by the U.S. Occupational Safety and Health Administration (OSHA) require a Rapid Intervention Company (RIC) be positioned at a fire scene to effect an immediate rescue of trapped firefighters or citizens.

A hands-on exercise will provide students with a scenario to practice ICS policies and procedures on a simulated incident.

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High Risk!

Critical Skills for Critical Calls

Class Length: 8 Hours

Certification(s): **California** POST approved

Massachusetts approved

Michigan approved

**Call for details regarding other certifications.*

Target Audience: This class is crucial for any emergency communications professional!

This dispatch specific class was built to help dispatch centers to prepare for high-risk events, and to share critical skills for call takers, dispatchers, and trainers for events that are a risk to either responders or communities.

PSTC Instructors and researchers have taken the time to take an in-depth look at Line of Duty Deaths for Law Enforcement events and LODD for Fire and EMS responders at Law related calls. We then share the vital lessons learned from a communications perspective. We use a mix of lecture, video, audiotape review and the honored PSTC style of education to drive the lessons home to your 9-1-1 and Emergency Communications professionals! We share the most current events and "lessons learned" from around the nation. We are very proud to have the best customer agencies in the nation so we can tell you the real story and prepare you to handle an event in your area.

This is a great class that includes all of the event types listed below:

- Responder Ambush Events
- Warrant and Search Warrants
- Domestic Violence and Family Violence
- High Risk/Felony Traffic Stops
- Business and Home Robberies
- Vehicle Pursuits - How to Make them SAFER!
- Case Studies of events with a positive outcome
- Suspicious Vehicles
- Suspicious Person Calls
- Mentally Ill Subjects
- Restraining Orders and Protection Orders

We offer progressive and smart skills for both call takers, dispatchers, and supervisory staff during high-risk events. Your staff will leave the class with skills they can use immediately. We will also provide a strong dose of pride and partnership with our responders so that call takers and dispatchers go the extra mile during high-risk events!

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Homeland Security for 9-1-1 Professionals (NIMS)

Being Proactive in Preventing Terrorism

Class Length: 8 Hours

Certification(s): **IAED Approved for CEU's**

**Call for details regarding other certifications.*

Target Audience: Any public safety dispatch professional.

Have you trained your dispatch staff to handle the ever-changing demands relating to Homeland Security? From terrorism to biological threats, the calls in a disaster will come to your 9-1-1 center. Unfortunately, most 9-1-1 centers have been forced to be reactive rather than proactive in this new arena of concern. Here is your chance to prepare and anticipate the needs for your region. PSTC has spent a great deal of time consulting with the Office of Homeland Security, FBI, Secret Service, FAA, National Fire Academy, and others to develop this class. PSTC is very proud to be the most innovative dispatch training provider in the nation. We have taken a national concern and focused on our core customer, the dispatch community. As with our popular school violence class, we take an approach of Prevention, Planning, and Response. To that, we have added an assessment of your community.

Topics for this class include:

- What to ask about a suspicious subject and vehicle calls from citizens
- What targets are of the most concern in your community
- Who to make federal referrals to when a tip is made out of your area
- The different approach of domestic terrorism versus international terrorists
- Infrastructure issues, targets, and hazards
- Types of terrorist weapons
- First responder and victim concerns
- Methods of attack
- How to build homeland security policies and procedures for your dispatch center
- Resources and references that every 9-1-1 center should have
- Lessons learned from September 11th and other terrorist attacks
- Dispatch specific issues to keep your center safe during an event
- Preventative lessons learned during the 2002 Salt Lake Olympics

This class will provide Call Takers, Dispatchers, Trainers and Supervisors with the vital education and resources necessary to be better prepared for the 9-1-1 role in anti-terrorism and Homeland Security.

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In-Progress!

Dispatcher Training for Crimes In-Progress

Class Length: 8 Hours

Certification(s): **California** POST approved

Massachusetts approved

Michigan approved

**Call for details regarding other certifications.*

Target Audience: Any public safety dispatch professional.

Is your Communications Center prepared to recognize and respond to any "In-Progress" event? What type of specialized training has your staff received regarding events that like workplace violence, home invasion robberies, drive-by shootings, domestic violence events or robberies? This class will prepare your 9-1-1 professionals for these events.

This one day course is action packed with call types that include: Workplace and Domestic Violence, Spillover Domestic Violence, Introduction to School Violence, Active Assailant, Vehicle Pursuits, Home Invasion, Business Robberies, and many more.

Topics Included:

- Recognizing the profile of a potentially aggressive workplace violence suspect.
- The Dispatchers tactical role and response to an "active shooter event".
- Proper handling of missing or abducted child calls.
- Great reminders of citizen and responder safety during domestic and family violence events.
- Pre-planning strategies for handling in-progress events.
- Questions you can ask to assist in the prosecution of suspects.

There is also a strong emphasis on safety issues during high-risk events including pursuits and much, much more. We will help prepare your staff to strengthen their skills in handling events that they feel they are unprepared for. This class gets immediate results and prepares your call taking and dispatch professionals for in-progress events. We will also cover lessons learned from around the nation to help you react effectively during in-progress events.

To host a course or if you have questions, email Kevin@pstc911.com or call **1-800-348-8911**

Visit www.pstc911.com to check our current schedule.

It's Your Ship: Navigating Communications Center Leadership

The leadership tools you need for smooth sailing!

Class Length: 8 Hours

Certification(s): **California** POST approved

Massachusetts approved

Michigan approved

IAED Approved for CEU's

**Call for details regarding other certifications.*

Target Audience: Any public safety professional in, or soon to be in, a leadership position.

This fantastic new PSTC class focuses on leadership issues for all levels of emergency communications centers. The class was first presented at the NAVIGATOR International Conference where it sold out and the course received overwhelmingly outstanding reviews.

The class helps students learn the key traits of a successful leader and ways to ensure that you can achieve a level of leadership that co-workers will appreciate and respect. The perfect student for this course is a current lead, supervisor, manager, director, trainer, training manager or line level staff member that strives to be a future leader.

Existing "leaders" are strongly encouraged to attend so they can evaluate their best traits and set a goal to be more effective. Sadly, many agencies promote or hire Supervisors but never guide or train them to be true leaders. That sets the scene for the replication of bad habits, no supervisory skill sets and a loss of respect from the "troops".

Topics included in this class are:

- Building a foundation of trust
- Mission and Purpose – affirming the mission
- Demonstrating a commitment to excellence
- Recruiting, training and keeping the best people
- Motivating staff and remediating poor performance
- Lead by Example – what does that really mean?
- Building Alliances – Building Bridges – Building Respect
- Effective communications styles (both written and verbal)
- Empowering individuals and teams
- How to lead by example and gain faithful followers
- Knowing and adapting to your team
- Understanding the Generational Divide– Gen X & Y success!
- Measuring success and learning from failure
- Mentorship in the workplace
- Having and communicating key values
- This class gets your team in the mindset of leadership with tools that can be used immediately.

To host a course or if you have questions, email Kevin@pstc911.com or call **1-800-348-8911**

Visit www.pstc911.com to check our current schedule.

Mission Critical Communications

Be Ready To Respond to Anything, Anywhere!

Class Length: 8 Hours

**Multi-Day options and certifications listed on page 37*

Certification(s): **California** POST approved

**Call for details regarding other certifications.*

Target Audience: Any public safety employee.

**Highly recommended for preparing supervisors, leads and trainers.*

This class is perfect for agencies that wish to elevate the expertise of their dispatchers so that they can react during any major or special event. This concept was even covered in 9-1-1 Magazine as a great example of progressive and useful training!

When law enforcement, fire, emergency medical services or emergency management is confronted with a critical incident, communications professionals can become truly lifesavers. Whether the call involves a barricaded subject, wildland fire, missing child, mass casualty event, terrorist attack, suicidal subject, planned sporting event, hostage situation or other emergencies; Incident Commanders need to have the right information at the right time, taken from the right people.

We at PSTC believe that dispatchers can be effective from both the dispatch center, a communications vehicle, or alongside the Incident Commander. We also know that having these specialized dispatchers able to handle any event is the key. These Mission Critical Communicators will prepare for anything from a community evacuation, school violence event, civil unrest, hostage event, fire service call or terrorist event.

We'll prepare your staff for an effective response! They will learn to use and maintain logs, incident plans, and other documents to protect the agency against future liability, and to ensure proper operational tactics, as well as Radio Communication.

PSTC has brought many of the most valuable lessons learned from the fire ground and incorporated them into the world of any discipline including police, fire, and EMS. This fast-paced class will enable dispatchers to understand the mission of the Incident Command Post, the role of the dispatcher on the incident scene, and some of the unique communications issues that a Tactical Dispatcher may face when working with SWAT or other high-visibility teams. This is a fantastic hands-on workshop that will re-energize your staff. Taught by an Instructor with experience as a Tactical Dispatcher, Incident Dispatcher, and a certified Hostage Negotiator, this class will allow dispatchers to work in the Command Post with an Incident Commander, in a safe and protected environment or to handle an event from the communications center. Students will also receive "Action Protocols" for a wide variety of events. This alone is worth the class tuition!

To host a course or if you have questions, email Kevin@pstc911.com or call **1-800-348-8911**
Visit www.pstc911.com to check our current schedule.

People First Leadership

Applying Leadership, Inspiration, and Motivation in Real Life

Class Length: 8 Hours

Certification(s): **California** POST approved

**Call for details regarding other certifications.*

Target Audience: Anyone can be a leader!

Though this class was originally designed for Supervisors, we have had many agencies use it for in-service training to motivate their teams to be future leaders. Feel free to send any level of your organization to this course!

This is PSTC's take on Leadership, Inspiration, and Motivation and how to apply it within your emergency communications center. Too many supervisory and management classes focus on theory with no real-life application. We believe in teaching the theory but more importantly taking the time to illustrate how you can apply your new knowledge to leading, managing or supervising public safety communications personnel.

Topics Include:

- How do you develop and define your leadership style?
- Motivation, inspiration and the realities of a 24/7 operation
- Building synergy within your team
- Risk Management
- Breaking news
- In-service training resources
- Case studies of failure and how to avoid embarrassing, costly outcomes
- What is leadership and how do you gain the tools to be a true leader?

We talk about traits and styles that help you understand the essentials of "people first leadership". A partial list of traits we discuss includes integrity, communicating effectively, setting a vision, leading by example, setting expectations for the team, appreciating and acknowledging performance and excellence, showing team members how to work beyond their own self-interests, providing support for your team, when to be an advocate, when to use discipline and how to "groom" future leaders.

PSTC Instructors love taking on a pervasive negative environment within the emergency communications field and tackling them head-on. Do any of these issues challenge your agency: Team Conflict, Bad Behavior, Poor Performance, "Renegades", Rumors, Negativity? Oh ya, you're going to walk away with a ton of usable information at the end of the day.

We are somewhat concerned when we hear supervisors and managers say something like "I spend 95% of my time on the worst 5% of my people. Sadly, that translates to "I spend only 5% of my time leading the good folks that play by the rules and make us all look good". We look forward to changing those priorities and working to improve the bottom 5% and mentor, lead, and appreciate the team that is consistently "playing by the rules" and performing like professionals. This class is fantastic for any new or existing lead, supervisor or manager. Many agencies use this class in conjunction with our Progressive Supervision workshop to prepare future leaders for their new position and we receive rave reviews from existing supervisors and managers that say "I wish I had all of this knowledge years ago".

To host a course or if you have questions, email Kevin@pstc911.com or call **1-800-348-8911**

Visit www.pstc911.com to check our current schedule.

Progressive Supervision Workshop

A hands-on approach to creating leaders!

Class Length: 8 Hours

Certification(s): **California** POST approved

**Call for details regarding other certifications.*

Target Audience: This is a great class for existing Supervisors and those that may soon enter the position. This class will also be a great benefit to Leads and Team Leaders as it is a fantastic job specific class for communication center staff.

Public Safety Supervision is sometimes thrust upon a worker with no thought to progressive training. As always PSTC responds to your requests and we have developed this Progressive Supervision Workshop. This is a great step to building effective supervisors and leaders.

Topics include:

- The transition from line level dispatcher to Supervisor
- Liability issues of the Supervisors
- The work ethic of a Supervisor
- Writing effective evaluations and memos
- Work style recognition
- Recruiting, training, and retaining employees
- Rewarding Excellence
- Managing strong personalities
- Supervisory networking
- Counseling, Mentoring, and Motivating
- Setting expectations and core goals for the agency
- Evaluation for success
- Problem Resolution
- Choosing your leadership or management style
- Building your team to work with its strengths
- How to successfully write dispatch specific
- Policy and Procedure Manuals!
- The Human Side of 9-1-1 Supervision

This class is 70% lecture and 30% practical exercise or class interaction. One of the great things about our Supervision Workshops is that we ask students to bring their work "issues" and challenges to the class for learning examples. We allow training time to work on agency-specific issues. We don't allow our classes to become "complaining sessions". Our seminars are all with a "you can do it" attitude. We'd rather fix the problem than complain about it!

To host a course or if you have questions, email Kevin@pstc911.com or call **1-800-348-8911**

Visit www.pstc911.com to check our current schedule.

Providing Exceptional Service: “What if it Were Family?”

Providing exceptional service to every caller

Class Length: 8 Hours

Certification(s): **California** POST approved

Massachusetts approved

IAED Approved for CEU's

**Call for details regarding other certifications.*

Target Audience: Any public safety dispatch professional.

What if it were your family needing help in an emergency? Why would you offer them a different level of service or "go the extra mile" for them and yet the average caller or responder may experience a different level of service? Is it possible to use terms that you would use with a family member when you are dealing with an "everyday call for service"? How can we make simple but substantial changes in our wording, mindset and thought processes to drastically improve our level of service?

The idea of "what if it were family" will be a thread throughout this information filled class that will change the "mindset" of many of your staff members. It will also validate the commitment and service that many of your team members already embrace while offering them new and exciting tools and phrases to use.

This concept has received rave reviews so far and we are sure that your team members will respond to the WIIWF (What If It Were Family?) values. This class is refreshing and reaffirming. It doesn't demonize what we are doing now, it simply shows you a "better way" of doing things with modest changes in our questioning or more favorable co-worker responses and interactions. This class is an absolute game-changer for the 9-1-1 industry!

Special attention is given to:

- Gathering better information from hysterical or uncooperative callers
- Handling mentally ill and suicidal callers
- What to say and what NOT to say
- Effective listening techniques and listening and responding to "keywords"
- Domestic Violence call taking and Dispatching - Family & Responder Safety
- Asking clarifying questions (i.e. the difference between “he has a gun” and “he is threatening me with a gun”)
 - Effective voice inflection skills. We will demonstrate and reinforce the ideals of core values within any agency.

We show the benefits of honor, respect, integrity, service, and safety. If you have employees saying things like "I can't help you without an address" or "that's not a good address" or "that's not a 9-1-1 problem" without actually listening to the caller for other clues, this is the perfect class to attend. If you have staff members that don't realize or appreciate their essential role or their "piece of the public safety puzzle" this is the course to attend! If it's just time for a new look at customer satisfaction and "upping your game", this is the class for you! This class is much more than a customer service class. It

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is a game-changing class that brings students to a realization that some of our call taking tactics or co-worker interactions "go wrong" with one phrase or the use of a negatively perceived voice inflection.

Breaking some simple bad habits can go a long way to instantly see better service and improved quality assurance scores. This class is perfect for any call taker, dispatcher, trainer or supervisor. The class will examine strategies for information gathering, calming techniques and "connecting emotionally" with callers. The class will discuss our various customers and how we can meet or exceed their expectations. We will also discuss the theory of our internal co-workers (fellow dispatchers) and how providing internal service is essential. This class is action packed, fast paced and loaded with great ideas that any 9-1-1 professional can use right away.

The class will cover additional "hot topics" such as communicating with agitated subjects, speaking with the mentally ill, and using creative, yet professional information-gathering tools. We will use both great and not-so-great examples to illustrate effectiveness or failure. Send everyone on your staff for their continuing education. For agencies that are using "scripted" or protocol based dispatch systems, we will emphasize how to best utilize questioning sequences and how to employ various customer service phrases to enhance your quality assurance scores. Demonstrations of "clarifying questions" and "responder safety" questions will be demonstrated and utilized in scenarios.

This class uses new case studies, audio examples, and stories that received national attention and cases where 9-1-1 professionals went above and beyond to offer assurance or assistance. This is a great opportunity to get your yearly dose of customer service training that will offer new and proven tools for providing the best possible service. This is a great way to get refreshed, renewed and rejuvenated! We will even show you the best way of combining great service during a wide variety of calls from "routine" to life-threatening.

Responder Risk and the 9-1-1 Professional

Keeping Responders Safe.

Class Length: 8 Hours

Certification(s): **IAED Approved for CEU's**

**Call for details regarding other certifications.*

Target Audience: Any public safety dispatch professional.

Our field responders are experiencing new challenges and there are more "ambush" situations occurring than ever before in modern law enforcement history. Hardly a day goes by where we don't hear about a call for service that went "bad" and a member of law enforcement was put in great peril.

In 2017, 135 law enforcement officers lost their lives in the line of duty. That is a 10% higher rate than 2015. We also lost over 85 Firefighter & EMS members in the line of duty, or as a result of their work.

What can your 9-1-1 team do to increase safety and lower death rates for our responders?

Topics in this course include:

- Using clarifying questions and responder related questions to enhance safety
- Knowing and using internal and external resources
- Radio operations that increase responder safety
- Intuition and its' role in preventing ambush events or warning responders
- Trends and call types that bring added risk to Law, Fire and Medical responders

This class will cover call taking skills to use, dispatching skills to know and the risk of cutting corners or not being ready for the worst. If your agency uses protocol based questioning, don't worry, we follow proven practices that will keep your call takers compliant but increase responder safety.

PSTC is known for their unique approach of "lessons learned". We want every student to have takeaways that they can use immediately when they return to work. We also discuss the importance of reviewing agency-specific policy, process, guidelines and how to use regional and agency resources.

As always, we do case study analysis to illustrate what went well and where we can improve. We will cover the Law, Fire and EMS risk so that all responders are covered.

School Violence: Lessons Learned

Don't Wait to Be Prepared!

Class Length: 8 Hours.

Certification(s): **California** POST approved

Massachusetts approved

Michigan approved

**Call for details regarding other certifications.*

Target Audience: Any public safety dispatch professional.

We've all witnessed Sandy Hook, Parkland, Paducah, Jonesboro, Springfield, and Littleton. Workplace or school incidents accounted for thousands of injuries and hundreds of deaths in the workplace and schools. This class will assist you to prepare dispatch professionals to recognize and respond appropriately to a potential workplace or school event. Actual school and workplace events will be used to illustrate the importance of this training. This knowledge could save lives in your agency and your community! We hope there won't be a "next time" but know you need to be prepared! Don't wait for another workplace or school violence event to occur! Train to prevent and prepare for school violence events!

This class offers the opportunity to take an in-depth look at School Violence. What can you do to prepare for such an event? What should you do if and when an event occurs? In the last few years, there have been numerous tragedies in America's schools. You must be prepared for school violence events in your community.

Topics include:

- The profile of a school violence suspect
- Calls to take seriously prior to a major event
- Lesson learned in high profile cases including the most current cases in the news.
- The Dispatcher's tactical/operational role and response to a school event
- Pre-planning strategies for handling school violence events
- Prevention methods used to avert a school incident
- Threat Assessment! The law enforcement response to a school threat
- Statistics regarding school incidents
- How progressive agencies prepare to handle these events

To host a course or if you have questions, email Kevin@pstc911.com or call **1-800-348-8911**

Visit www.pstc911.com to check our current schedule.

Spirit to Serve

Taking Customer Service to the Next Level.

Class Length: 8 Hours

Certification(s): **Michigan** approved

**Call for details regarding other certifications.*

Target Audience: Any public safety dispatch professional.

PSTC is well known for their "Customer Service the 9-1-1 Way" class. This special "Spirit to Serve" course takes service to the next step. We borrow the term "Spirit to Serve" from the Marriott Hotel Corporation. We also love the concept of Disney's "On Stage – Off Stage" mindset. What do these organizations have in common?

Service and staff empowerment are key to their success. How do those of us in the 9-1-1 and emergency communications profession encourage people to have a spirit to serve? For protocol driven agencies using products like Priority Dispatch (IAED) and other systems, how do you stay protocol compliant and still offer sincere and vital customer service? We will show ways of taking the "robotic voice" out of any call taker and blend pre-arrival compliance with spectacular service delivery! Have you ever attended a class that is filled with negative examples? We are very proud to say that this class is evenly balanced with mistakes as examples blended with many positive examples and demonstrations of great service.

Students will walk away with positive examples of a spirit to serve. Let the PSTC team demonstrate ideas of employee-driven service while maintaining information gathering, professionalism, policy compliance, complacency avoidance, risk management and instilling true service while they listen to the caller rather than just hear the caller.

This class is tailor-made for anyone from line-level to management. Everyone will walk away with tools you can use and ideas to improve quality assurance scores if you have a Q program. With or without Q, students will improve customer satisfaction with both internal and external customers. This class addresses a personal "mindset" or an individual commitment to quality service. We don't want 9-1-1 and emergency communicators to provide service because they are told to provide it. We would rather they want to deliver the wow to calls for service.

After all, we are far from "just a dispatcher". An additional segment of the class is a thought process of a "let's move forward" mantra rather than bad habits that perpetuate bad service. Do any of these sound familiar: slamming the phone and loudly sharing how "dumb" a caller is, picking up a phone and being sarcastic because the caller is a "frequent flyer", not following policy since "we've gotten a dozen calls on that" or dismissing a caller just because "they have no idea where they are"? We will show students effective ways of managing their issues of call complacency or repetitive call dismissal.

To host a course or if you have questions, email Kevin@pstc911.com or call **1-800-348-8911**
Visit www.pstc911.com to check our current schedule.

Trains, Planes & Automobiles

How to respond to transportation-related calls.

Class Length: 8 Hours

Certification(s): **California** POST approved

Massachusetts approved

Michigan approved

IAED Approved for CEU's.

**Call for details regarding other certifications.*

Target Audience: Any public safety dispatch professional.

This class covers the public safety response to any transportation emergency. From the initial 9-1-1 call to the response and recovery, this class covers call taking, dispatching, and the response to a wide variety of transportation emergencies. This class will cover skills and techniques for call taking, dispatching, and progressive coordination of transportation emergencies. From the private plane crash to the multi-car pile-up on the interstate, we'll use a combination of case studies and scenario-based training to make each event realistic.

Students will have an opportunity to role-play situations and learn through experiential tabletop exercises or scenarios.

The class will cover a wide variety of events including:

- Private Aircraft Crash or Emergency - Commercial Aircraft Crash or Disaster
- Hazardous Material Spill on a Roadway or Waterway
- Port Related Emergencies
- Sinking Vessels - Spills
- Derailments or Crashes of Trains or Public Transportation
- Hazardous Material Events for any Transportation Type
- Resources and Model Plans for Transportation Emergencies
- Community Notification Systems
- Ensuring that the community and responders are getting the "correct message" from the Communications Center!
- Call Taking, Dispatching and Coordination Skills and Tools

We have compiled an impressive list of events from around the nation that we can learn from. This class has everyday uses and can also be applied during suspected terror events. Don't miss the opportunity to broaden the horizons of your Call Takers, Dispatchers, Trainers, Leads and Supervisors!

To host a course or if you have questions, email Kevin@pstc911.com or call **1-800-348-8911**

Visit www.pstc911.com to check our current schedule.

Under The Headset: Surviving Dispatch Stress

Taking care of yourself so you can take care of others

Class Length: 8 Hours

Certification(s): **California** POST approved

Massachusetts approved

Michigan approved

IAED Approved for CEU's

**Call for details regarding other certifications.*

Target Audience: Any public safety dispatch professional.

**This class will be tailored to meet your specific agency needs or any emergency services group. We have vast experience with police, fire, EMS, military, and private public safety groups.*

Learn the dynamics of the stress responses 9-1-1 professionals encounter. Understand acute and delayed reactions to post-traumatic stress. Develop skills to actively empower yourself and co-workers to cope with stress. Utilize innovative tools to facilitate the recovery process after work-related or personal stressors.

It's impossible to speak with a 9-1-1 professional for more than about 5 minutes and the topic of stress will begin. We want students that complete this class to learn a variety of tools to better cope with stress. We want them to understand positive psychology for stress reduction and how wellness is essential to survive the stressors of our profession. Agencies absolutely must support their dispatch team before it is too late.

Students will be guided through a day of lecture, discussion and exercises to understand and recognize a variety of stress types. Cumulative, occupational and critical incident stress will all be addressed. A variety of coping techniques will be introduced and demonstrated. Critical Incident Stress Debriefing (CISD) and stress management (CISM) programs will be explained.

This is a real-life view of 9-1-1 stress! Call Takers and Dispatchers need stress management, as do first responders. Dispatchers envision each call they take from the public and often don't have an outlet for those images. They deserve a day of honest discussion and education. Our instructors are subject matter experts and know real-life coping tools. This class will make a difference in your dispatchers personal and professional lives for coping with all varieties of stress.

To host a course or if you have questions, email Kevin@pstc911.com or call **1-800-348-8911**
Visit www.pstc911.com to check our current schedule.

You Just NEVER Know

Being prepared for ANYTHING

Class Length: 8 Hours

Certification(s): **California** POST approved

Massachusetts approved

Michigan approved

IAED Approved for CEU's

**Call for details regarding other certifications.*

Target Audience: Any public safety dispatch professional.

You just never know what is waiting at the other end of that next incoming phone call or radio transmission. What is your demeanor as the call comes in? Are you prepared to really listen to the next caller or are you about to make a snap judgment or poor decision due to being "burnt out" or underprepared for the call? The amazing instructional team has built a brand new class that prepares you for that next crazy, challenging, unbelievable or seemingly mundane call for service. Skill building is our goal, increased performance is the outcome.

This class prepares you for the famous "HIGH RISK- LOW FREQUENCY" events that you have little or no time to think on. Rapid intervention events, life-threatening in-progress calls. These calls if handled poorly cause loss of life. Active shooter, kidnappings, sinking vehicles, mass casualty events. You name it, we probably have it in this course. This class sets "memory markers" to better prepare call takers, dispatchers, trainers and supervisors for unthinkable events. Don't miss the opportunity to "up the game" of your team!

Topics will include:

- How to coordinate what you hear with the next great question
- Avoiding the bad skill of robotic call taking
- How to gather valuable information
- The nexus between 9-1-1, community safety, responder safety, and professionalism
- Event critiques showing successes, failures and how to "up your game" every day
- The art of ongoing, repetitive training and setting performance-based memory markers
- Providing great caller and responder service no matter what
- How to raise your quality assurance review scores by 5-15 points
- How to remain great when you don't really have the desire to be
- A dose of the "fire within" and pride of work product
- Time-saving techniques and tricks of the trade that you may not know

Our goal is to reinforce the actions and skills of the great staffer while effectively reminding your less-than-effective staffer why they matter in the public safety picture. If we can somehow rescue the lazy, negative, complaint ridden member of your team with an infusion of proven skills, we've done our job. These and many more topics are covered in this fast-paced, information-packed, timely class.

To host a course or if you have questions, email Kevin@pstc911.com or call **1-800-348-8911**

Visit www.pstc911.com to check our current schedule.

MULTI-DAY WORKSHOPS

To host a course or if you have questions, email Kevin@pstc911.com or call **1-800-348-8911**
Visit www.pstc911.com to check our current schedule.

Communications Training Officer Workshop

Set your agency up for success with quality trainers!

Class Length: 24 Hours (3 Days)

Certification(s): **California** POST approved

Massachusetts approved

Michigan approved

IAED Approved for CEU's

**Call for details regarding other certifications.*

Target Audience: Any public safety communications trainer needing to be CTO certified, Supervisors, and Managers.

The PSTC model is a refined version of the famous "San Jose Model" CTO program with our added PSTC "best practices" and various fantastic ideas from a number of successful programs nationwide. This workshop meets and exceeds all APCO and CALEA standards.

Hundreds of agencies have left other training providers to use the PSTC style of CTO. We spend more time building your people to be better trainers. Just because you are a great dispatcher doesn't ensure that you are a great trainer or even that you are comfortable training. We solve those issues by teaching students how to teach, inspire, motivate and educate. We are SO proud of this course. Plus, there isn't an expensive recertification process like many programs. You need to seriously consider this awesome course. ☐☐

This workshop is perfect for any public safety communications trainer needing to be CTO certified. The workshop is also an outstanding resource for Supervisors and Managers so that they may learn the benefits of a standardized training program. For those that are used to APCO or other CTO programs, we offer our promise of excellence and guarantee your satisfaction! This workshop offers more information and resources than any 3-day CTO Workshop!

Topics of the workshop will include: ☐

- Setting Goals and Benchmarks of a Successful CTO Program ☐
- Responsibilities of a CTO / Mentor
- ☐The Vital Role of Documentation ☐
- Using and Writing Standard Evaluation Guidelines ☐
- Concepts of Liability for Your CTO / Mentor ☐
- Setting Expectations for Your New Trainee ☐
- The Benefits of Education Versus Intimidation ☐
- Motivating the New Trainee ☐Daily
- Observation Reports – Why You Need To Write Them! ☐
- Administrative Support – Getting and Keeping It
- ☐Conducting Successful Counseling and Training Transition Meetings ☐
- Problem Solving for the CTO / Mentor ☐
- Role Playing, Scenarios, Task Lists, Testing, and Success!

To host a course or if you have questions, email Kevin@pstc911.com or call **1-800-348-8911**

Visit www.pstc911.com to check our current schedule.

Communications Training Officer Update

A Great Refresher for Your Existing Dispatch Trainers

Class Length: 16 Hours, over 2 Days

Certification(s): **California** POST approved

**Call for details regarding other certifications.*

Target Audience: Any public safety communications trainer needing to be CTO re-certified, Supervisors, and Managers.

PSTC is very excited to provide this Communications Training Officer 2-Day Update Workshop, and we know you and your CTO's will love it! We will refresh the motivation of your CTO's and add exciting new tools to their training toolbox.

Topics will include:

- Setting Goals, Expectations and Benchmarks for your Trainee: Is it possible to expect too much, too soon?
- Responsibilities of a CTO / Mentor – Leading with Integrity and Example
- Writing the best “daily observation reports” – what to write and what not to write
- Risk Management and problems “lying in wait”
- The Benefits of understanding the “adult learner”.
- What is a learning modality?
- Motivating the New Trainee – Keeping a Positive Tone Daily
- Observation Reports – Why You Need To Write Them!
- Planning and Conducting Successful Counseling and Training Transition Meetings
- Problem Solving for the CTO / Mentor
- What is “facilitated learning” and how does it apply to CTOs
- Using judgment, motivation and instructional effectiveness to enhance your CTO program
- Thought process, problem-solving and “teaching common sense”
- Creative “memory marker” placement
- Great experiential learning ideas
- What does every training manual need to promote success in your trainees? ☐☐

This 16-hour course is a great update workshop that will infuse your CTO team and give them great new ideas and resources. Any lead, trainer, supervisor or manager will gain valuable knowledge, networking, and innovative ideas during this great workshop.☐☐

This workshop is perfect for any public safety communications trainer needing to be CTO certified. The workshop is an outstanding resource for Supervisors and Managers also so that they may learn the benefits of a standardized training program. This workshop offers more information and resources than any other 2-day CTO Workshop. For those that are used to APCO or other CTO programs, we offer our promise of excellence and guarantee your satisfaction!

To host a course or if you have questions, email Kevin@pstc911.com or call **1-800-348-8911**
Visit www.pstc911.com to check our current schedule.

Critical Incident Stress Management

Post-Trauma Stress Management Training for Communications Peer Counseling Teams, CISM Teams, Trainers, Supervisors and Managers

Class Length: 16 or 24 Hours (2 or 3 Days)

Certification(s): **IAED Approved for CEU's**

**Call for details regarding other certifications.*

Target Audience: This course is designed for any individual or group that is preparing or ready to start a wellness program or CISM/CISD Team.

The management of stress in our personal and professional lives is vital to the mental and physical well-being of your Dispatch teams. Studies show that stress that goes untreated translates into sick leave usage, poor performance, inattention, stress leave requests, or unsafe work practices. Recent studies show that unresolved stress in 9-1-1 professionals is the equivalent of military traumatic stress.

This 2 or 3-day class will prepare you and your agency to justify, implement and sustain a Stress Management Program. This includes developing ongoing stress management programs, working together with Employee Assistance Programs, developing and maintaining a CISM team and when to consider a mental health referral. This course will give managers and supervisors a working understanding of post-traumatic stress, critical incident stress, and occupational stress as well as effective techniques for intervention. We will show you how to justify, maintain and train your team. This class is perfect for someone wanting to be a member of your Peer team of Critical Incident Management stress debriefing team. It is appropriate for line-level staff that may be part of your Critical Incident Stress Debriefing Team or for Trainers that teach stress management in your initial or in-service training academy.

Topics to be discussed:

- Post-traumatic stress disorder
- Personality profile of law enforcement personnel
- Pre- and post-stress
- The responses of acute and cumulative stress
- Family dynamics
- Peer support teams
- CISM/CISD teams
- Debriefings and resources in your community

This course has filled every workshop since April of 1995. There have been over 1,500 students that have given consistently excellent reviews. Don't miss this opportunity to attend. This 2-3 day class is perfect for 9-1-1 Call Takers, Dispatchers, Leads, Supervisors, and Managers, Sworn Sergeants, Lieutenants, Captains, or Communications Directors are also welcome.

To host a course or if you have questions, email Kevin@pstc911.com or call **1-800-348-8911**
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Dispatch Update

A 3 Day Masterclass of Your Mandated In-Service Training!

Class Length: 24 Hours (3 Days)

Certification(s): **California POST**

**Call for details regarding other certifications.*

Target Audience: Any public safety dispatch professional.

PSTC is very excited to add an all-new 3-day "continued professional training" workshop to our list of available classes. POST has approved this class for POST Plan II! Don't miss this chance to get your mandated in-service training! All new class, all new curriculum!

This fast-paced class will be taught by a team of PSTC Instructors and covers a variety of topics that are essential to today's California 9-1-1 Professionals.

This course will cover:

- Workplace Attitude Autopsy: What is killing your performance and attitude?
- Improved "customer safety" through improved questioning, voice tone, and "decoding the caller's message".
- Domestic Violence, the "Blueprint for Safety" and Teen Dating Violence
- Courtroom Testimony: How to Prepare, What to Expect
- Suicide Trends: tools for communicating in a crisis.
 - We will include military suicide, public safety suicides, and trending methods.
- Drug Awareness: Know what Molly, Spice, Bath Salts, Alcohol Vapors are and be familiar with the dangers.
 - We also discuss club drugs and date rape drugs.
- Below 100 for Dispatchers and Call Takers: How can we assist in lowering responder deaths?
- Emotional Survival: Coping with the stress of call taking.
- Mass Casualty Events & Terrorism Awareness: Lone Wolves, ISIS sympathizers, and Domestic and International Terrorists.
 - What is the role of the 9-1-1 professional? What is your plan? Is your 9-1-1 team prepared?
- Gangs: What do you need to know about today's gangs?
- Technology Time! Learn what's new and how to use it.
- Missing and Abducted Children: Learn the 9-1-1 standards for call takers and dispatchers plus the many ways that the NCMC can help you.
- Appreciating the Generations: It's time to celebrate and learn from our differences and adopt a more educated and tolerant workforce.
- Embracing Ethics: Decision Making and the process of staying the ethical path.

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Incident Dispatcher Team Training

The Ultimate Course in Standardized Response Training!

Class Length: 16 Hours (2 Days)

Certification(s): **IAED Approved for CEU's**

**Call for details regarding other certifications.*

Target Audience: Any dispatcher, supervisor or manager with an interest in an IDT

IDT training allows for an innovative and productive use of your dispatchers. It will enhance their daily dispatching skills through an understanding of equipment and fire characteristics. It will also prepare your dispatchers to deploy a communications command post or assist at the fire scene. IDT is a new and proven concept of bringing dispatchers to the Command Post. Standardized training for IDT dispatchers is a must. The California Fire Chiefs Association has formalized this type of training for IDT's within the state. For agencies outside California, we will customize the curriculum to meet your mutual aid and automatic aid agreements. This training will help any dispatcher that has responsibility for Fire Service Dispatching. This class is designed to train agency management and dispatch staff to develop and deploy a rapid-deployment local Incident Dispatcher Team into the field to support local or regional emergencies. Taken in conjunction with an Incident Command (ICS) 200, 300, or 400 class, will qualify the student to participate as an Incident Dispatcher in the field. This class is intended as a train-the-trainer class.

Topics include:

- Introduction to IDT: The role of a rapid-response Incident Dispatcher Team for local agency emergencies.
- How having an ID at the incident command post can free an Incident Commander from being tied to the radio, with an incident-specific communicator becoming the IC's ears and voice and providing status accountability of units on scene.
- ICS Review: Whether on a large mutual aid incident or a single-agency local emergency, the Incident Dispatcher operates within the boundaries of the Incident Command System. ICS is a prerequisite for this course and this segment is intended to provide a summarized review of ICS.
- Basic Fire & Rescue Mutual Aid: How the Mutual Aid system works, how local agencies fit into it, how the Incident Dispatcher fits into it. Guest instructors, if available, will cover mutual aid parameters and protocols, and local forestry fire agencies, appropriate to the local operation where the class is taught.
- Command Post Tactics: A general overview of incident command post set-up, from a local first alarm through a Base Camp at a huge campaign wildfire. How is the CP organized, what are its components, how can its modular design expand and contract as the incident grows and wanes?
- ICS Forms: ICS has forms for everything, and each form is numbered or colored according to its purpose. The fire is not out until the paperwork is done, and there's tons of it. An introduction to the ICS 201, 214, and other forms an Incident Dispatcher may use on a local deployment.
- Resource Accountability: The importance of resource accountability.
- Methods of status keeping: T-Cards, magnet boards, ICS forms, computerized databases.
- The role of the Incident Dispatcher in Resource Status.

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- Setting Up A Local Agency IDT: How to set up an IDT for your local fire department, district, or region.
- How to tread the political path through your local fire chiefs, police chiefs, communications managers, and other authorities to establish an effective, workable local agency IDT.
- A Hybrid Fire/Police IDT: How to develop or cross-train a tactical dispatch team to support fire, law enforcement, or disaster response operations. Differences and similarities between fire and police-oriented field dispatch teams.
- IDT Equipment: What kinds of safety gear and communications equipment does an Incident Dispatch Team need? Radios, pagers, safety gear, and identification. An overview of mobile communications and command vehicles; how they are configured, how to acquire or develop one, and how to work in one.
- IDT Training: As with any other skill or assignment, comprehensive and documented training is essential to any program. A comprehensive guide to the initial and ongoing training required to establish and maintain an Incident Dispatcher Team.
- Mobile Communications Vans: An overview of styles and configurations. How to acquire and equip a communications or command vehicle. How to manage its deployment and development. How to work in one.
- Local Mutual Aid and the IDT: How to integrate an IDT program with your neighboring agencies. Sharing IDT resources to support major incidents and also providing back-up for neighboring PSAPs. What IDs should know about taking their skills to support another agency's dispatch center?
- Communications Van Operations/Table Top Exercises: A hands-on demonstration of several mobile Communications Vans [if available]. Get a close-up look at how these vehicles are configured what you might encounter while working in one. Then participate in a table-top simulation of command post operation, communications, form keeping, and resource status keeping.

This class will benefit all dispatchers. By understanding the IDT system and the information provided, it will prepare them to better handle a variety of fire situations and equipment deployments. Whether your goal is a deployable team of dispatchers or a better-educated dispatcher; this class will raise their level of knowledge and professionalism.

Mission Critical Communications

Be Ready To Respond to Anything, Anywhere!

Class Length: 16 or 24 Hours (2 or 3 Days)

Certification(s): **IAED Approved for CEU's**

**Call for details regarding other certifications.*

Target Audience: Any public safety employee at any level with an interest in the topic.

**Highly recommended for preparing supervisors, leads and trainers.*

This class is perfect for agencies that wish to elevate the expertise of their dispatchers so that they can react during any major or special event. This concept was even covered in 9-1-1 Magazine as a great example of progressive and useful training!

When law enforcement, fire, emergency medical services or emergency management is confronted with a critical incident, communications professionals can become truly lifesavers. Whether the call involves a barricaded subject, wildland fire, missing child, mass casualty event, terrorist attack, suicidal subject, planned sporting event, hostage situation or other emergencies; Incident Commanders need to have the right information at the right time, taken from the right people.

We at PSTC believe that dispatchers can be effective from both the dispatch center, a communications vehicle, or alongside the Incident Commander. We also know that having these specialized dispatchers able to handle any event is the key. These Mission Critical Communicators will prepare for anything from a community evacuation, school violence event, civil unrest, hostage event, fire service call or terrorist event.

We'll prepare your staff for an effective response! They will learn to use and maintain logs, incident plans, and other documents to protect the agency against future liability, and to ensure proper operational tactics, as well as Radio Communication.

PSTC has brought many of the most valuable lessons learned from the fire ground and incorporated them into the world of any discipline including police, fire, and EMS. This fast-paced class will enable dispatchers to understand the mission of the Incident Command Post, the role of the dispatcher on the incident scene, and some of the unique communications issues that a Tactical Dispatcher may face when working with SWAT or other high-visibility teams. This is a fantastic hands-on workshop that will re-energize your staff. Taught by an Instructor with experience as a Tactical Dispatcher, Incident Dispatcher, and a certified Hostage Negotiator, this class will allow dispatchers to work in the Command Post with an Incident Commander, in a safe and protected environment or to handle an event from the communications center. Students will also receive "Action Protocols" for a wide variety of events. This alone is worth the class tuition!

To host a course or if you have questions, email Kevin@pstc911.com or call **1-800-348-8911**
Visit www.pstc911.com to check our current schedule.

Modular Fire Communications Training

Pick from the PSTC Menu and we'll teach the fire response topics that your agency wants!

Class Length: 1 or 2 days – You Choose

Certification(s): Call for details regarding certifications.

Target Audience: Any public safety call taker or dispatcher

Whether you are a Fire Specific Center or a Combined Center, we have a variety of training modules that will benefit your Call Takers and Dispatchers. Each module is agency-specific! Most modules are 2-4 hours in length. You decide what your team needs most and we make sure your people get the info they need.

You choose what you want us to teach. Here is the “menu”. Just ask us and we can guide you in the right direction. We also have a standard 1-day Fire Communications class if you would prefer that format.

- Module 1: "Backdraft, what are the dangers of a working fire. What 9-1-1 Professionals need to know"
- Module 2: ICS – The Incident Command System. A Dispatchers Role in ICS
- Module 3: Engines, Trucks, Ladders, Rescues, Brush Trucks, Helicopters. What does everything do? Limitations of the equipment you dispatch. Knowledge is safety!
- Module 4: Activity at the Command Post. How a Dispatcher can serve as an "Incident Dispatcher"
- Module 5: Resource Ordering. The ins and outs of special equipment or mutual aid ordering. What's available and where you can find it.
- Module 6: HAZMAT. What should you ask, who should you send? Know how to save lives from the dispatch center. We include manufacturing plants, high tech labs, nuclear facilities, refineries and transportation facilities.
- Module 7: Trains, Planes, and Automobiles! From daily accidents to disasters, we teach you what to ask and what to dispatch. Lessons learned and trends in dispatching are used to improve dispatch skills.
- Module 8: Aircraft Down! Airplanes don't just go down at airports.
- Module 9: Concepts of Mutual Aid. What's the terminology, who do you call and what you need to anticipate during an extended event? We answer these and many more questions.

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Policy & Procedure Workshop

Discuss and develop a wide range of policies that you need!

Class Length: 24 Hours (3 Days)

Target Audience: Trainers, supervisors managers and/or directors.

**The class size is limited to 28 students.*

This fantastic policy workshop is the only communications and 9-1-1 specific policy & procedure workshop offered by any training provider. We are very proud to offer this 40-hour version of our popular Policy Workshop. This class can travel anywhere in the nation. Be aware, this is a true working workshop! A minimum of 2 PSTC Instructors will help you develop your new policy manual or improve your existing Policy and Procedure Manual!

Students will leave the class with dozens of policy examples, procedures, and evaluation documents. Most importantly, you will develop a working policy and procedure document template and manual that will be specific to your agency! Students will walk away with a clear understanding of how to write, review and implement policies. There are a variety of reasons or excuses that your agency has for not having a Communications Specific Policy Manual: You're too busy to sit down and write it; You don't have experience writing a document that may someday be used in court or in a termination of an employee; You don't have an example to go by; You don't have a mentor or guide to help you; Your dog ate the one you've been working on; or, You really want some help and ideas. PSTC to the rescue!

We know what you need and we're thrilled to be the first dispatch training provider to offer a class to help you!

Topics include:

- The Importance of Building Policy and Procedure
- Wording your Policy
- Are You Avoiding or Attracting Liability?
- The Nexus between your Policy & Procedure with your Training Manual
- Practical Experience
- CALEA, IAED and other certification processes and the policy connection
- Developing, writing, implementing, training and evaluating policy
- Connecting the dots of hiring, training, employee evaluation, and the policy manual
- Policy versus Procedure
- Building Agency Policy into a Communications Specific Policy Document
- Avoiding liability and understanding the concepts of "risk management"
- Practical Exercise – Comparison of two policies, which would you choose and why?

The class will discuss and develop a wide range of policies that you need. 9-1-1 Hang-ups, wireless emergencies, citizens following an emergency, missing children, media releases, conduct, attire, tardiness, computer access, training, chain of command, customer service, call priority, supervisory notification and many more. The magic of this class is that you can choose what policies are important to you and we'll show you the benefits and pitfalls of all of your policies.

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Then, we show you the procedure side of the house and in no time, you'll have a map for success! We will help you develop a way to create accountability for your new Policy and Procedure Manual. Need a new policy NOW? We will show you how to effectively build it, train it and track it., and share other additional resources.

Additional Information: Students will be welcome to stay after class if they wish individual assistance from PSTC staff. Students will be asked to bring a laptop if possible. Documents we will provide are in Microsoft Word. The class will be configured for networking and interaction. All student seats will have power for your laptops. This is a true workshop. We ask that you bring copies of your current policy manual, your training manual and your employee evaluation forms with you. These items are not necessary but help build a cornerstone for your new document. Bring paper copies or computer files.

What will you get for your investment?

- Lecture by some of the nation's leaders in Policy and Procedure development.
- Numerous model programs from around the nation for your review.
- Networking with fellow professionals and PSTC staff members.
- 24 hours of lecture, workshop, development time and brainstorming.
- New knowledge to help you build a Policy & Procedure Manual.
- An agency-specific beginning document that will be the road map to your new P&P.
- Hundreds of Resources, Referrals, Model Policies
- and much, much more.
- A rewarding 3 days of work that will positively affect your agency for years.

Supervision and Leadership Workshop

Hands-on Leadership Training

Class Length: 16 or 24 Hours (2 or 3 Days)

Certification(s): *Call for details regarding other certifications.*

Target Audience: This is a great class for existing Supervisors as well as those who may soon become Supervisors. This class will also be a great benefit to Leads and Team Leaders as it is a fantastic job specific class for communication center staff.

Public Safety Supervision is sometimes thrust upon a worker with no thought to progressive training. PSTC responded to this common agency concern and developed this Supervision and Leadership Workshop. This class is so comprehensive, the New York Fire Department chose PSTC and this class for every Supervising and Chief Dispatcher to attend for their 2015 in-service workshop. It was a HUGE success!

Topics include:

- The transition from line level dispatcher to Supervisor
- Leadership skills
- Liability issues of the Supervisors
- The work ethic of a Supervisor
- Managing strong personalities
- Setting expectations and core goals for the agency
- Motivating, Counseling and Monitoring staff members
- Evaluations for success
- Problem Resolution and Managing difficult personalities
- Hot Topics of the day!
- Choosing your leadership or management style
- Building your team to work with its strengths
- Fixing problems rather than complaining about them
- How to successfully write dispatch specific Policy and Procedure Manuals!
- The Top 10 things you can use to make build the best skills
- Building respect within your division and your agency
- Supervisory networking
- Professional organizations
- The Human Side of 9-1-1 Supervision.
- Training, Recruiting, and Retention of your staff

This class is a great combination of lecture, class discussion, and class interaction.

One of the great things about our Supervision Workshops is that we ask students to bring their work "issues" and challenges to the class for learning examples. We allow training time to work on agency-specific issues. We don't allow our classes to become "complaining sessions". Our seminars are all with a "you can do it" attitude. We'd rather fix the problem than complain about it!

To host a course or if you have questions, email Kevin@pstc911.com or call **1-800-348-8911**
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ABOUT OUR CLASSES

What Makes PSTC Different?

We are proud to provide quality, affordable training to the 9-1-1 profession that we love. We have been around for over 20 years and we are America's #1 in-service training provider. Here are just a few "claims to fame" that we are proud of:

- PSTC has taught in all 50 states
- We have taught in more national, international, NENA, APCO, and NAVIGATOR Conferences than ANY other dispatch training company
- We are VERY proud to have 9-1-1 professionals as our instructors. Every PSTC instructor has spent many years working at the 9-1-1 console.
- PSTC knows that your budget is tight. We keep our prices low but our quality high.
- We believe in the "Lessons Learned" from past events, and use them as teaching tools in all of our classes

Certifying Classes For Any State!

If you need one of our classes approved or certified in your state, let us know and we can provide you with a course outline, course goals and an instructor biography upon request. The International Academy of Emergency Dispatchers (IAED) has approved PSTC courses for continuing education hours. You may also use many of our courses towards APCO, NENA and other in-service training requirements. Check with NENA or APCO for ENP or RPL continuing education credits.

Have questions? Simply call [650-591-7911](tel:650-591-7911) or [1-800-348-8911](tel:1-800-348-8911). Our fantastic customer care is available Monday - Friday from 7:30am - 4:30 pm, California time (PDT). If you call after hours, extensions +102, +105 and +109 can be dialed to leave a message.



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