



# The Public Safety Group

## **BASIC TELECOMMUNICATOR TRAINING**

This five-week interactive course teaches you the basic skills and responsibilities of a public safety telecommunicator. Topics include roles and responsibilities, legal aspects, interpersonal communications, technologies, telephone techniques, call classification, radio communication, and stress management.

### **PREREQUISITES:**

None

### **BENEFITS OF TAKING THIS COURSE:**

After taking this course, you will be able to:

- Understand the role and responsibilities of a public safety telecommunicator.
- Understand and demonstrate the basic skills needed to perform the job of a public safety telecommunicator.
- Employ basic stress management skills.
- Understand the liability aspects of public safety communications.

### **WHAT YOU WILL RECEIVE:**

- The ability to interact with your peers – discover common problems – find out what is working for them – share information and materials – build a support network of friends in like positions.
- One-on-one mentoring - feedback and assistance from your instructor as you learn the basic skills and responsibilities of a public safety telecommunicator.
- Certificate of Completion awarding **4 CEUs** upon successful completion of the course.

### **COURSE OUTLINE:**

#### **Week 1: Roles and Responsibilities**

The Role of the Public Safety Telecommunicator  
Characteristics of a Telecommunicator  
Organizational Mission  
Telecommunicator Ethics  
Legal Aspects

#### **Week 2: Interpersonal Communications and Technologies**

The Communications Process  
Effective Listening  
Customer Service  
The History of 9-1-1  
Technology used in 9-1-1

### **Week 3: Telephone Techniques and Call Processing**

Telephone Techniques and Call Processing  
The Basics of Call Taking  
Calming Skills and Techniques

### **Week 4: Call Classification**

Call Prioritization  
General Calls  
Fire/EMS Calls  
Law Enforcement Calls

### **Week 5: Radio Communications and Stress Management**

Basic Radio Dispatching  
Descriptions  
The Fight-or-Flight Response  
Sources of Stress in Your Life  
Stress Management  
Critical Incident Stress  
Course Wrap-Up and Final Exam

#### **TUITION:**

**\$379.00** – includes all course materials

#### **2011 COURSE SCHEDULE:**

This course is taught over 5 weeks via PEI-911 Online.

<b>Month</b>	<b>Course Start Date</b>	<b>Course End Date</b>
September 2011	Monday, September 19	Sunday, October 23
October 2011	Monday, October 3	Sunday, November 6

**You can register on our registration page**