



The Public Safety Group

BASIC TELECOMMUNICATOR TRAINING, 3rd Edition

This four-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 **40 training hours** 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
- Call Prioritization
- General Calls
- Fire/EMS Calls
- Law Enforcement Calls

Week 4: 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: THIS COURSE IS TAUGHT OVER 4 WEEKS VIA PEI-911 ONLINE.

\$425.00 – includes all course materials

Register 4 or more students and receive a 10% discount!!

2022 COURSE DATES

- January 10, 2022 – February 6, 2022
- April 4, 2022 – May 1, 2022
- May 30, 2022 – June 26, 2022
- August 8, 2022 – September 4, 2022
- October 3, 2022 – October 30, 2022
- December 5, 2022 – January 1, 2023