



# The Public Safety Group

## Cultural Diversity, 2<sup>nd</sup> Edition – Ripped from the Headlines

More civil unrest has occurred in the past few years than occurred in the previous 40 years. With this backdrop, police officers have been the target of assassinations. This class will address your role in community-oriented policing, cultural diversity, de-escalation techniques and responder targeting. There is no other class on the market that addresses these issues in one comprehensive course.

### PREREQUISITES:

Public Safety Communications Experience

### BENEFITS OF TAKING THIS COURSE:

After taking this course, you will be able to:

- Know your role in community policing.
- Develop techniques to respond to callers in crisis.
- Learn about hidden bias and its impact on call taking.
- Learn more about responder safety.
- Learn lessons from others who have experienced civil unrest.

### WHAT YOU'LL RECEIVE:

- The ability to interact with your peers – discover common problems – find out what's 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 how to better handle calls.
- Certificate of Completion from the **Public Safety Group** awarding **8 training hours** upon successful completion of the course.

### COURSE OUTLINE:

#### **Week 1: Introduction to Community Policing and Cultural Awareness**

Community Policing  
Expectations of Customers  
Cultural Competency  
Our History of Discrimination  
Biases and Behavior  
How Does This Relate to Telecommunicators?

#### **Week 2: Crisis Intervention**

Crisis State of Mind  
Crisis Intervention  
Behavior Change  
Active Listening Skills

### **Week 3: Responder Safety and Civil Unrest**

Violence Today

Responders as Targets

Ambush attacks

Case Studies

What Can Telecommunicators Do?

Course Wrap-Up and Final Exam

**TUITION: THIS COURSE IS TAUGHT OVER 3 WEEKS VIA PEI-911 ONLINE.**

**\$255.00** – includes all course materials.