



# The Public Safety Group

## DOMESTIC VIOLENCE, 2<sup>nd</sup> Edition

Domestic violence is one of the most frequent calls you receive. This interactive three-week course takes a dynamic look at the truths and myths associated with domestic violence. Students will learn the techniques to handle domestic violence calls, why people stay in abusive relationships, the cycle of violence, what is domestic violence, and will review several case studies.

### PREREQUISITES:

Public Safety Communications Experience

### BENEFITS OF TAKING THIS COURSE:

After taking this course, you will be able to:

- Understand why people stay in abusive relationships.
- Understand the myths surrounding domestic violence.
- Handle domestic violence calls more effectively.

### 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 how to better handle domestic violence calls.
- Certificate of Completion from the **Public Safety Group** awarding **8 training hours** upon successful completion of the course.

### COURSE OUTLINE:

#### **Week 1: What is Domestic Violence?**

What is Domestic Violence aka Domestic Battering?  
Why do Partners Batter?  
Why do People Stay?

#### **Week 2: Truths and Myths**

The Cycle of Violence  
Attributes of Violent and Non-violent Households  
The Battered Woman Syndrome  
Safety Plans  
Non-Traditional Domesticity  
Domesticity Involving Agency Personnel  
Cultural Issues

### **Week 3: Call Taking Techniques**

Call Taking Techniques  
Specific Questions for Domestic Violence Calls  
Communicating with the Elderly  
Handling Hysterical Callers  
Domestic Violence Case Studies  
Course Wrap-Up and Final Exam

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

**\$270.00** – includes all course materials

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

### **2025 COURSE DATES**

January 27, 2025 – February 16, 2025  
March 24, 2025 – April 13, 2025  
May 26, 2025 – June 15, 2025  
July 28, 2025 – August 17, 2025  
September 22, 2025 – October 12, 2025  
November 17, 2025 – December 7, 2025