

911 Supervision

This course explains the role of the communication center supervisor. It identifies the responsibilities of that role, including supervising communication personnel and providing leadership, discipline, and training. It also explains the importance of the communication center supervisor in managing telecommunicator's stress and reducing liability.

Goals

Upon completion of this course, the student will be able to demonstrate the following skills.

1. List the three components of communication.
2. Explain how verbal and paraverbal messaging impact the telecommunicator's ability to gather information from, and deliver information to, callers.
3. List the seven active listening skills.
4. Define each active listening skill and provide an example of how the telecommunicator could use each skill.

Requirements

This self-paced, online course is part of an ongoing effort by PowerPhone to provide timely and essential learning to telecommunicators on new advisories and procedures important to the PSAP community. After completing all sections of this class, you will need to score a minimum of 75% on the final quiz to earn 1.0 CEU.

- Desktop, laptop or mobile device
- Speakers / Headphones
- High-speed Internet access
- Internet Browser (Google Chrome preferred)