

Crisis Communications Training

This course introduces the telecommunicator to a broad range of call types, including bomb threats, suicidal persons, anonymous callers, workplace violence and domestic violence. By understanding the role of the telecommunicator and employing effective call handling strategies like the Journalistic Investigative Approach and active listening skills, students will understand their role in protecting callers and responders and providing exceptional customer service to their community.

Goals

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

1. Identify the traits, roles and functions of a telecommunicator.
2. Employ effective call handling techniques, including the Journalistic Investigative Approach, to identify and respond to a caller's concern.
3. Understand the telecommunicator's responsibilities during threats, hazards or disasters.
4. Explain individual and agency liability and use techniques to reduce liability.
5. Identify callers in crisis, including suicidal callers, and explain how the telecommunicator should respond to reduce the risks associated with that crisis.
6. List and explain the seven components of active listening.
7. Recognize instances of workplace violence or problematic behavior, and list actions the telecommunicator can take to promote caller safety during these situations.
8. Classify the types of domestic violence, explain the cycle of violence, and identify methods for handling domestic violence calls.

Overview

- Module 1 The Traits, Roles and Functions of a Telecommunicator
- Module 2 Call Handling Techniques
- Module 3 Threats, Hazards and Disasters
- Module 4 Individual and Agency Liability
- Module 5 Suicide and Crisis Intervention Techniques
- Module 6 Active Listening Skills
- Module 7 Workplace Violence

- Module 8 Domestic Violence
- Final Quiz

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 8.0 CEUs.

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