

Overcoming Language Barriers

The number of immigrants living in the United States continues to grow, bringing a wider range of cultural diversity to communities across the country. As a result, telecommunicators must often manage unfamiliar languages when handling emergency calls. This can create additional stress in situations where communication must happen quickly to ensure the safety of the caller, the victims and emergency responders. It is critical that PSAPs anticipate calls from the different cultures and languages that are part of the community they serve.

In this course, you learn about the continued growth of the immigrant population in the United States, and the diversity of languages that are spoken. You review the impact of language barriers on telecommunicators and emergency responders and identify some of the services and strategies used by PSAPs to engage callers with limited English skills.

Goals

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

1. Explain the growing number of cultural and linguistic differences that exist in the U.S.
2. Identify the impact of language barriers on telecommunicators and first responders.
3. Describe the types of translation services and solutions available to call centers.
4. Discuss best practices used by telecommunicators when handling a call from a Limited English Proficient individual.

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)