

## Fundamentals of Call Handling

Welcome to the Fundamentals of Call Handling. This course describes the role of the telecommunicator in an emergency response. It explains PowerPhone's structured call handling approach and how it helps to effectively communicate with callers. It explores the liability risks to Public Safety Answering Points (PSAP) and individual telecommunicators and discusses strategies to limit exposure to liability. It also discusses the types of stress telecommunicators can experience and provides techniques that can help manage work-related stress.

### Goals

Upon completion of this course, you will be able to:

1. Describe the responsibilities of a telecommunicator.
2. Define and discuss the Total Response System as a logical process of structured information gathering and framework for obtaining and relaying consistent, accurate and actionable information on every call for service.
3. Apply PowerPhone's Journalist Investigative Approach to call handling.
4. Recognize and demonstrate effective communication in call handling using PowerPhone principles.
5. Take an active role to minimize liability at the individual and agency level.
6. Recognize the signs of situational stress and take action to manage it.

### Overview

- Introduction
- Module 1 Information Gathering
- Module 2 Introduction to Protocols
- Module 3 Effective Communication
- Module 4 Expanding Your Call Handling Toolkit
- Module 5 Reducing Liability Risk
- Module 6 Responding to Workplace Stress
- Final Quiz

## Audience / Skill Level

This course is appropriate for Total Response and Total Response Stand Alone (SA) telecommunicators certified in fire service, emergency medical or law enforcement dispatch. No outside resources are necessary. All content is contained within the course.

## Requirements

This self-paced, online course is part of an ongoing effort by PowerPhone to provide timely and essential learning to telecommunicators on procedures important to the Public Safety Answering Point community (PSAP). After completing all sections of this class, you will need to score a minimum of 75% on the final quiz to earn 4.0 CEUs.

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