

Advanced Dispatcher Update ~ It's *Not Just* Customer Service ~

April 19, 2012

Hosted by and held at: **Torrance Police Department**
3300 Civic Center Drive
Torrance, CA 90503

Course Hours: 8am – 5pm
Tuition: \$109

POST Plan II
Backfill Reimbursed

Tuition: \$109

Included topics are:

- Definition of Customer Service as it relates to the Emergency Dispatch Field
- How attitude and perception can influence the way a call is handled
- Techniques for refocusing Dispatcher's "true" role in the organization
- How to effect change within your workplace environment
- How to revitalize professional and personal attitude in the Comm Center
- Techniques for handling difficult calls and callers

***Taught by Veteran Dispatch Instructor, Communications
and Records Manager Jeanne Enberg***

This one-day course is designed for **experienced Public Safety Dispatchers and Supervisors**. It fulfills part of the POST Commission Regulations 1005, 1008 and Procedure D-2 requirement that all Public Safety Dispatchers and Supervisors receive 24-hours of Continuing Professional Training every two years.

**The course is POST approved, Plan II Backfill reimbursed
Technical, Certification Number 1082-30920-11-013**

Keeping It Professional While Maintaining Sanity

TO REGISTER:

On The Web: www.TrainingForSafety.com (click on "Schedule")

For more information Email: Carole.deGery@TrainingForSafety.com

By Phone: (650) 692-0437 Extension 107

By Fax: (650) 472-9130