

# Stress Management for Tactical Dispatchers

April 6, 2010 8am – 5pm

Hosted and held at: **San Bruno Police Department**  
**1177 Huntington Ave, San Bruno, CA 94066**

**POST Plan II**

**Tuition: \$95  
for 1 day**

Included topics are:

- ~ Understanding post-traumatic stress and cumulative stress reactions
- ~ Effective techniques to enable dispatchers and command staff to recognize and intervene in both acute and delayed stress reactions
- ~ Specific issues related to the dispatch profession and their unique delayed response to trauma
- ~ Unique dynamics for dispatchers in managing secondary trauma:  
What happens after the critical incident?
- ~ Specific issues and dangers of being in the field, vs. at the Communications Center
- ~ Specifically designed techniques for managing the traumatic event and building the 'New Normal'
- ~ Effective use of Critical Incident Stress Response tools for individuals and the Dispatch Team

**Taught by Veteran Dispatch Instructor: Janet Childs, M.A., AAETS – Diplomate**

The course is POST approved, Plan II, Technical, Certification Number 1082-30920-09-027

**Relevant, Up-To-Date, Dispatch-Specific Information**

**TO REGISTER:**

On The Web: [http://www.trainingforsafety.com/safety\\_training\\_schedule.php](http://www.trainingforsafety.com/safety_training_schedule.php)

Via Email: [Carole.deGery@TrainingForSafety.com](mailto:Carole.deGery@TrainingForSafety.com)

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