



# The Public Safety Group

## BASIC TELECOMMUNICATOR TRAINING, 3rd Edition

This four-week interactive course teaches you the basic skills and responsibilities of a public safety telecommunicator. Topics include roles and responsibilities, legal aspects, interpersonal communications, technologies, telephone techniques, call classification, radio communication, and stress management.

### PREREQUISITES:

None

### BENEFITS OF TAKING THIS COURSE:

After taking this course, you will be able to:

- Understand the role and responsibilities of a public safety telecommunicator.
- Understand and demonstrate the basic skills needed to perform the job of a public safety telecommunicator.
- Employ basic stress management skills.
- Understand the liability aspects of public safety communications.

### WHAT YOU WILL RECEIVE:

- The ability to interact with your peers – discover common problems – find out what is working for them – share information and materials – build a support network of friends in like positions.
- One-on-one mentoring - feedback and assistance from your instructor as you learn the basic skills and responsibilities of a public safety telecommunicator.
- Certificate of Completion awarding **40 training hours** upon successful completion of the course.

### COURSE OUTLINE:

#### Week 1: Roles and Responsibilities

The Role of the Public Safety Telecommunicator  
Characteristics of a Telecommunicator  
Organizational Mission  
Telecommunicator Ethics  
Legal Aspects

#### Week 2: Interpersonal Communications and Technologies

The Communications Process  
Effective Listening  
Customer Service  
The History of 9-1-1  
Technology used in 9-1-1

### **Week 3: Telephone Techniques and Call Processing**

Telephone Techniques and Call Processing  
The Basics of Call Taking  
Calming Skills and Techniques  
Call Prioritization  
General Calls  
Fire/EMS Calls  
Law Enforcement Calls

### **Week 4: Radio Communications and Stress Management**

Basic Radio Dispatching  
Descriptions  
The Fight-or-Flight Response  
Sources of Stress in Your Life  
Stress Management  
Critical Incident Stress  
Course Wrap-Up and Final Exam

**TUITION: THIS COURSE IS TAUGHT OVER 4 WEEKS VIA PEI-911 ONLINE.**

**\$399.00** – includes all course materials



**Register 4 or more students and receive a 10% discount!!**

### **2020 COURSE DATES**

January 27, 2020 – February 23, 2020  
March 23, 2020 – April 19, 2020  
May 18, 2020 – June 14, 2020  
August 10, 2020 – September 6, 2020  
October 19, 2020 – November 15, 2020  
December 14, 2020 – January 10, 2021