



The Public Safety Group

Cultural Diversity – Ripped from the Headlines

More civil unrest has occurred in the past few years than occurred in the previous 40 years. With this backdrop, police officers have been the target of assassinations. This class will address your role in community-oriented policing, cultural diversity, de-escalation techniques and responder targeting. There is no other class on the market that addresses these issues in one comprehensive course.

PREREQUISITES:

Public Safety Communications Experience

BENEFITS OF TAKING THIS COURSE:

After taking this course, you will be able to:

- Know your role in community policing.
- Develop techniques to respond to callers in crisis.
- Learn about hidden bias and its impact on call taking.
- Learn more about responder safety.
- Learn lessons from others who have experienced civil unrest.

WHAT YOU'LL RECEIVE:

- The ability to interact with your peers – discover common problems – find out what's 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 how to better handle calls.
- Certificate of Completion awarding **8 training hours** upon successful completion of the course.

COURSE OUTLINE:

Week 1: Introduction to Community Policing and Cultural Awareness

What is community policing?
Expectations of customers or callers
Cultural competency
Discrimination
Stereotypes, Prejudices & Biases
How does it relate to the telecommunicator?

Week 2: Crisis Intervention

Crisis state of mind
Crisis Intervention
Intervention process
Do's & Don'ts of crisis intervention

Week 3: Responder Safety & Civil Unrest

Violence today
Responders as targets
Ambush attacks
Baltimore case study
Ferguson case study
What you can do
Course Wrap-Up and Final Exam

TUITION: THIS COURSE IS TAUGHT OVER 3 WEEKS VIA PEI-911 ONLINE.

\$229.00 – includes all course materials

[Register
Online](#)

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

2019 COURSE DATES:

January 14, 2019 – February 3, 2019
March 25, 2019 – April 14, 2019
June 3, 2019 – June 23, 2019
September 16, 2019 – October 6, 2019
November 25, 2019 – December 15, 2019