



# 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!!**

#### **2020 COURSE DATES:**

February 17, 2020 – March 5, 2020  
April 20, 2020 – May 10, 2020  
June 29, 2020 – July 19, 2020  
September 14, 2020 – October 4, 2020  
November 30, 2020 – December 20, 2020