



The Public Safety Group

BASIC TELECOMMUNICATOR TRAINING

This five-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 **4 CEUs** 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

Week 4: Call Classification

Call Prioritization
General Calls
Fire/EMS Calls
Law Enforcement Calls

Week 5: 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 5 WEEKS VIA PEI-911 ONLINE.

\$379.00 – includes all course materials

SEE THE SCHEDULE AT A GLANCE FOR A LISTING OF UPCOMING CLASSES

CLICK ON LINK TO REGISTER [PEI Online: PEI911](#)