

## Critical Incident Communication for Dispatchers and Patrol Officers

**DATE:** Friday, October 17, 2008

**TIME:** 8:00 a.m.—4:30 p.m.

**LOCATION:** Macomb Police Department, 120 South McArthur Street, Macomb

**INSTRUCTOR:** Ronald J. Adams, Kbcor.com

**COURSE OBJECTIVES:** Each year Critical incidents occur which result in damage, injury or death that could have been minimized or eliminated through effective communication. This is why you should plan on attending the most anticipated, outstanding and dynamic seminar of the year taught by Ron Adams. The program emphasizes the dispatcher's important role in assisting the officer in critical incidents. Learn methods to improve communication with sworn personnel and citizens, as well as minimization or elimination of dispatcher liability issues.

**COURSE CONTENT:** Sexual Assaults and Suicide calls; Low and High-Risk Patrol Calls; Receiving and Dispatching Hazardous Materials Calls Using Proper Haz-Mat Protocols; Domestic Violence Calls; EMS and Non-Breathing Calls; Natural and Man-Made Disasters; Shootings-Officer Down Rescue; Emotionally Disturbed Persons; Child in Trouble Call; Barricaded and/or Hostage Situations; and Safety in the Communications Center

This popular and current program will give you insights and methods to save lives of the people you work with and the public you serve. This one-day seminar is designed to identify law enforcement dispatcher perceptions of the job. We will discuss some common errors and correctives that are critical to officer safety, handling hazardous materials calls, emergency medical dispatch and liability. The program emphasizes the dispatcher's important role in assisting the officer in critical incidents and how this can be done. Tactical problems and situations encountered by the line officer are discussed, analyzed and shared with the group to illustrate how dispatchers can best enhance officer safety. Methods to improve communication with sworn personnel and citizens are discussed along with improved motivational techniques to benefit all. Minimization and elimination of organizational and dispatcher liability problems will be presented.

**REGISTRATION:** Contact Western Illinois Police Training Unit at 309-344-3366; fax 309-344-5215, e-mail: [wiptu@gallatinriver.net](mailto:wiptu@gallatinriver.net) or online at [www.wiptu.org](http://www.wiptu.org).