



OAKLAND POLICE ACADEMY DISPATCH TRAINING

Combined Regional Emergency Services Training

Oakland Community College

2900 Featherstone Road • Auburn Hills, MI 48326-2845 • www.oaklandcc.edu/police



OAKLAND
POLICE
ACADEMY
JUSTICE THROUGH KNOWLEDGE

CUSTOMER SERVICE FOR 911 PROFESSIONALS

INSTRUCTOR: Oakland Police Academy Dispatch Instructors

COURSE DESCRIPTION: This class will cover the foundations of providing quality customer service. The necessary tools will be reviewed and practiced to improve service and enhance the public perception of the 911 service. There will be extensive group exercises and interaction. Instruction provided by two local experienced 911 professionals.

TOPICS COVERED:

- Frame of Mind
- Ethics of Emergency Communications
- The Power of Emotions
- Tools of the Trade
- It's All About You – Dealing with Them!
- Methods for Dealing with Difficult People
- Attitude Self-Assessment

AT THE CONCLUSION OF THIS CLASS:

- The student will understand the emotions of the callers and the positive ways to communicate with the caller.
- The student will learn tools to use to deliver a high level of customer service.
- The student will learn better how to solve the caller's problem or provide them with the needed information or referral to assistance in some cases.
- The student will practice standard phrases and words to use when dealing with customers
- The student will learn tools to make the caller feel positive about their contact with the 911 agency
- The student will learn tools when dealing with co-workers who are also their "customers."
- The student will learn the relationship between quality customer service and the public perception of their agency.

COURSE NAME: Customer Service for 911 Professionals

COURSE CODE: PBSV-5531

DATE: November 3, 2009

TIME: 8:00 am - 4:30 pm

COST: \$190.00

LOCATION: Oakland Community College
2900 Featherstone Road
Auburn Hills, MI 48326-2845
Phone: 248.232.4220
Fax: 248.232.4225

QUESTIONS: 911training@oaklandcc.edu

911 Fund #OCC200903A

CANCELLATION POLICY: Class reservations may be cancelled up to 7 calendar days prior to the first day of class with a 100% refund, less than 7 days, but prior to the first day of class with a 50% refund, on the first day of class with a 0% refund. All "no shows" will be charged full price. Please include the registered person's name, course name and date, your signature and date.



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TRAINING NOTICE