



OAKLAND POLICE ACADEMY DISPATCH TRAINING

Combined Regional Emergency Services Training
Oakland Community College

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



OAKLAND
DISPATCH
ACADEMY
SERVICE THROUGH EDUCATION

CUSTOMER SERVICE FOR 911 PROFESSIONALS

INSTRUCTION BY: 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
- Dispatch - the First Point of Contact for Callers
- 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

CLASS OBJECTIVES:

- Understanding the emotions of the callers and the positive ways to communicate with the caller.
- Learn tools to use to deliver a high level of customer service.
- Learn more ways to provide some callers with additional information or referrals to help resolve their problems.
- Improve using standard phrases and words when dealing with customers.
- Learn tools to make the caller feel positive about their contact with the 911 agency.
- Learn tools to implement when dealing with co-workers who are also their "customers."
- Learn the relationship between quality customer service and the public perception of their agency.

COURSE NAME: Customer Service for 911 Professionals

DATE: May 29, 2019

TIME: 8:00 am - 4:30 pm

COST: \$200.00 (911 SNC Con Ed Course Approval #OCC200903A)

LOCATION: Oakland Community College
Auburn Hills Campus - J-Building
2900 Featherstone Road
Auburn Hills, MI 48326-2845

REGISTRATION: Phone: 248.232.4220
Fax: 248.232.4225

QUESTIONS: 911training@oaklandcc.edu

– This Course is SNC Approved – Continuing Education –

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. Students are responsible for amounts not covered by third party sponsors or departments unwilling to satisfy the invoice.



OAKLAND COMMUNITY COLLEGE™

TRAINING NOTICE