



## OAKLAND POLICE ACADEMY DISPATCH TRAINING

Combined Regional Emergency Services Training  
Oakland Community College

2900 Featherstone Road • Auburn Hills, MI 48326-2845 • [oaklandcc.edu/crest](http://oaklandcc.edu/crest)



OAKLAND  
DISPATCH  
ACADEMY  
SERVICE THROUGH EDUCATION

# HANDLING THE DESPONDENT AND SUICIDAL CALLER

**INSTRUCTORS:** Paul Logan has more than 30 years of 9-1-1 experiences. He currently serves as Operations Manager of Dane County (Madison, WI) Department of Public Safety Communications.

In this role he manages 35 position PSAP with 75 dispatchers and 8 supervisors. This PSAP provides service to more than 65 agencies.

Paul has managed numerous major projects including the consolidation of 3 PSAP's (and staff) into 1, implemented new CAD, radio and telephone systems, and became the first PSAP in Wisconsin to implement ASAP to PSAP for alarms.

**COURSE DESCRIPTION:** Crisis callers are some of the most stressful situations that a 9-1-1 telecommunicator may face. Whether caused by a hostage taker, suicidal subject, a domestic violence situation or traumatic event, call takers and dispatchers need the knowledge to establish trust and rapport with the caller, while gaining valuable intelligence for the responders. **Module II approved.**

### TOPICS INCLUDE:

- Establishing trust and rapport with any crisis caller.
- Using effective "Active Listening" Techniques
- Using "containment" techniques over the telephone
- The 3 indicators that a caller may be truly suicidal
- The 1 thing that a suicidal or despondent caller wants from you

**DATE:** May 26, 2022

**TIME:** 8:00 am - 4:30 pm

**COST:** \$200.00 (911 SNC Module II Approval #OCC201105A)

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

**REGISTRATION:** [policetraining@oaklandcc.edu](mailto:policetraining@oaklandcc.edu)

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**QUESTIONS:** [911training@oaklandcc.edu](mailto:911training@oaklandcc.edu)

– This Course is MCOLES and SNC Approved – Module II –

**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.



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