



OAKLAND POLICE ACADEMY DISPATCH TRAINING

Combined Regional Emergency Services Training
Oakland Community College

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



OAKLAND
DISPATCH
ACADEMY
SERVICE THROUGH EDUCATION

HANDLING THE DESPONDENT AND SUICIDAL CALLER

INSTRUCTORS: Tracy Ertl - 28-year veteran with Brown County Public Safety Communications (Green Bay Wisconsin), retired. Tracy has served thousands of public safety students as a devoted APCO Adjunct Instructor, presenting nationally and internationally. She is also Owner and Publisher at TitleTown Publishing, a mainstream publishing house specializing in survival and police titles.

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 25, 2023

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

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QUESTIONS: 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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