

Crisis Negotiations for Telecommunicators

APCO Pre-Conference Class

CRISIS Negotiations

Crisis situations differ from the daily emergencies that today's public safety telecommunicators handle. Hostage situations, barricaded subject incidents and suicidal callers, among others, require an advanced level of training for the telecommunicator to handle them successfully. This course will build on the knowledge, skills and abilities inherent in basic telecommunicator training programs to educate the public safety communications professional on the most effective way to receive and process calls involving crisis situations and to ensure they fulfill their role as a vital component of the overall public safety response.

TOPICS INCLUDE:

- Overview of a Crisis Situation
- Hostage Situations
- Suicidal Subject Situations
- Suicide by Cop
- Crisis Negotiation Tools for the Telecommunicator

How to Register

Class Date and Time: Monday, September 18th from 8:00 AM -5:00 PM

Location: Radisson Hotel, Fargo, ND

Register by filling out the attached Dakota Conference Forms and Mail to
ND APCO by September 1st, 2017