



## Law Enforcement Training Advisory Commission

840 S. Spring Street, Suite B • Springfield, IL 62704

Phone (217) 726-7014 • Fax (217) 726-7833 • Email [letac@mtu10.com](mailto:letac@mtu10.com) • Website [www.letac.org](http://www.letac.org)

Robert S. Crouch, Director

## Crisis Call Taking for Dispatchers

January 19, 2018

8:00 am – 4:00 pm

### LETAC Training Center

840 S. Spring Street, Springfield, IL

*(Please park in an unreserved space in our lot. Overflow parking is along Spring & Canedy streets.)*

**Course:** This interactive Call Taking class emphasizes the Telecommunicator/Dispatchers important role in properly and effectively handling incidents that can result in damage, injury or death. During lecture, workbook, guided discussion and group participation, the student, whether new or experienced, will identify, discuss and apply skills presented that will enable them to be “at the ready” for any type of crisis. These skills will allow them to be better organized, and more competent, by improving both day-to-day operations and operations during crisis calls.

Crisis Calls are occurring more frequently and with differing severity. This program will give students a solid, useful foundation for handling these types of calls. During the program students will be given real calls and work together to identify the best type of communication for the caller type. Students will breakout into small groups to work on practice crisis situations, applying new knowledge into practice immediately, and work through Customer Service, Types of Callers, and deciphering what callers are able to be guided through to help responding units. Audio and video calls, along with news stories, will illustrate different types of crisis calls, and group discussion will be utilized to decide the appropriate method to handle these callers.

#### Course Topics:

- Call Taking Basics and Types of Crisis
- Call Handling and Obstacles to Helping the Crisis Caller
- Technology update and Crisis Call “Add On”
- Successful Crisis Call Handling
- Incident Command and Crisis Calls
- Adapting to, handling and reducing stress from Crisis Calls.
- Officer Safety

This class has been certified for **Continuing Dispatch Education** (CDE) credits by the National Academy of Emergency Dispatch, Salt Lake City, Utah.

**Illinois Law Enforcement Training & Standards Board Mobile Team Unit #10**

Serving the Counties of Christian • Dewitt • Logan • Macon • Mason • Menard • Montgomery • Sangamon



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**Instructor:** Nancy Ann Martin worked in 9-1-1 for 12 years prior to retiring from Bolingbrook, Illinois. Before working in 9-1-1 Nancy Ann trained adults in a variety of environments including Executive training, Safety & Security training and Microsoft application training. She has been the technology and training liaison for county-wide systems and new system deployment.

Nancy Ann is an original member of IL-TERT as a team leader. This organization is comprised of top telecommunicators and supervisors with the ability to respond to disaster situations nationwide. She has been a trainer for 9-1-1 for 10 years and has received departmental commendations for a variety of call handling including Crisis class, Hostage calls, and Armed violence calls.

**Non-Member Tuition:** \$80.00. Non-Member tuition shall apply to civilians, officers from State/Federal agencies, and officers from Local Law Enforcement agencies which are not a member of any MTU. Tuition will be invoiced to departments upon course completion. If a pre-registered student from a Non-Member agency fails to attend training, and the agency fails to provide advance notice within 7 days of the start date of that class, the agency will be invoiced the entire amount of the student's tuition.

**To Register:** Email registration to [register@letac.org](mailto:register@letac.org). You may also fill out and submit our online registration form through the website at [www.letac.org](http://www.letac.org) or call 217-726-7014 to register by phone (be sure to include all pertinent information). MTU #10 local member department officers will be given registration preference until seven days prior to the date of class. After that date, registrations will be taken on a first-come, first-served basis, regardless of MTU status. We cannot accept registrations from individual officers. All registrations must go through your Chief, Sheriff, or department training office, even if you are attending class on your own time.

**Cancellation:** If a class must be canceled for any reason, every effort will be made to do so at least 2 weeks before the class is scheduled to begin. However, there are circumstances where last minute cancellation is out of our control. All officers who have been registered for training will be contacted at the email address given at registration, so please be sure to provide an email address which is checked often.