

DIAL EMERGENCY 911

CO-SPONSOR: CHUBBUCK POLICE
DEPARTMENT

CRISIS COMMUNICATIONS MANAGING A CRITICAL INCIDENT FOR PUBLIC SAFETY



**APRIL 21-23,
2025**

TRAINING COST

\$425

REGISTRATION INFORMATION

Register at www.PATC.com or [click here](#) to view more course information and register.

COURSE OVERVIEW

This course will help dispatchers better manage critical incidents through stress inoculation. Live telephone and radio transmissions of recent major critical incidents will be used to help participants understand proper questioning techniques, structure responses, practice, and reevaluate their responses. Through challenging exercises, the class will experience constricted thinking on the callers' part and learn how to question callers to obtain both basic information and additional data for managing the incident.

TRAINING LOCATION

Chubbuck Police Department

5160 Yellowstone Avenue
Chubbuck, ID 83202

HOTEL ACCOMODATIONS

Home2 Suites

2325 Via Caporattii
Pocatello, ID 83201

Phone: 208-417-2100

Contact Hotel for Stat Govt. Rate



DON HALEY
Instructor

QUESTIONS?

www.PATC.com
1-800-369-0119

CRISIS COMMUNICATIONS: MANAGING A CRITICAL INCIDENT FOR PUBLIC SAFETY DISPATCHERS

Instructor: Don Haley - Professor Don V. Haley runs the Criminal Justice program at Tidewater Community College's Virginia Beach Campus. Professor Haley's ability to combine theory with practicality arises from his vast educational and work experience in the areas of law enforcement. Professor Haley's educational background consists of a BA in Criminology (Cum Laude) from Saint Leo College, an MPA in Justice Administration (4.0 GPA) from Troy State University, as well as other post graduate research methods courses. Don Haley is a veteran of the United States Marine Corps. He also served as a correctional officer at Saint Brides Correctional Institute, a Virginia Beach deputy sheriff, Chesapeake and Virginia Beach police officer, and Virginia Beach police detective. In 1995, Don received the "Detective of the Year Award" for the 4th precinct, with the Virginia Beach Police Department. Don served as an adjunct professor at Virginia Wesleyan College from 1997-2008 in their criminal justice program. Don was "Voor dired" as an expert witness on a capital murder case in the 34th Judicial District Court in El Paso, Texas in 2008. Professor Haley's law enforcement recognitions include the "Chamber of Commerce" award, Drug Enforcement Incentive Award, two Class Act awards, two Star Performer awards, and others. Professor Haley works contractually with the Distance Education Accrediting Commission, serving as a subject matter expert in criminal justice. Professor Haley has researched and taught college students, law enforcement agencies, military personnel, business corporations, NCAA college athletes, and medical personnel in the latest advancements in the areas of neuroscience, brain chemistry, and psychology. Professor Haley reveals significant insight into the brain and its impact on behavior and cognitive functions in human beings.

Course Description:

Public safety dispatchers are the first responders to critical incidents ranging from acts of nature to major accidents, to active shooters. Callers (including other first responders) are in extreme physiological distress, experiencing sensory overload that creates a confused state and constructed thinking. Callers are focused on survival, unaware of the information the dispatcher needs to act effectively. The dispatcher must be mentally prepared to handle the incident, to make decisions quickly and allocate resources efficiently.

This course will help dispatchers better manage critical incidents through stress inoculation. Live telephone and radio transmissions of recent major critical incidents will be used to help participants understand proper questioning techniques, structure responses, practice, and reevaluate their responses. Through challenging exercises, the class will experience constricted thinking on the callers' part and learn how to question callers to obtain both basic information and additional data for managing the incident.

Upon Completion:

- . Participants will be able to:**
- Better manage phone and radio calls for critical incidents**
- Recognize constricted thinking on the part of the caller**
- Employ proper questioning techniques**
- Ask follow-up questions to assist in managing the incident**

CRISIS COMMUNICATIONS: MANAGING A CRITICAL INCIDENT FOR PUBLIC SAFETY DISPATCHERS

Agenda:

Day 1

- 8:00 a.m. - 8:30 a.m. Introduction
- 8:30 a.m. - 10:00 a.m. Examine the Attributes of Individuals in a State of Crisis, during a Critical Incident.
- 10:00 a.m. - 11:00 a.m. How to achieve effective communication and intervention during a critical incident.
- 11:00 a.m. - 12 Noon 3 Communication Stages of the 911 Operator - Functions for Managing Critical Incident.
- 12:00 Noon - 1:00 p.m. Lunch (On Your Own)
- 1:00 p.m. - 3:00 p.m. Emergency 911 Operator Case law in managing critical incidents.
- 3:00 p.m.- 4:00 p.m. Communication Strategies Utilizing Emotional Intelligence

Day 2

- 8:00 a.m. - 9:00 a.m. Utilization of Appropriate Cognitive Empathy during Critical Incidents
- 9:00 a.m. - 10:00 a.m. Communication Techniques which build rapport and lead to trust during critical incidents.
- 10:00 a.m. - 11:00 a.m. Properly Utilizing Closed Ended Questions Ending in "NO", during critical incidents.
- 11:00 a.m. - 12 Noon 6 Key Takeaways for Large-Scale Critical Incidents - Learning from Emergency 911 Operators actions during the 2017, Las Vegas, Route 91 Festival shooting
- 12:00 Noon - 1:00 p.m. Lunch (On Your Own)
- 1:00 p.m. - 2:00 p.m. Workplace or School Shooting - Best Practices
- 2:00 p.m. - 3:00 p.m. Officer Involved Shootings - Best Practices
- 3:00 p.m. - 4:00 p.m. Child Drowning Calls - Best Practices

Day 3

- 8:00 a.m. - 9:00 a.m. Suicidal Call Intervention Strategies - Best Practices
- 9:00 a.m. - 12 Noon 911 Operator Listening Practical
Roll Play Active School Shooter Simulated Call
Roll Play - Workplace Active Shooter Simulated Call
Roll Play- Child Drowning in Pool Simulated Call
Roll Play - Suicide call Simulated Call