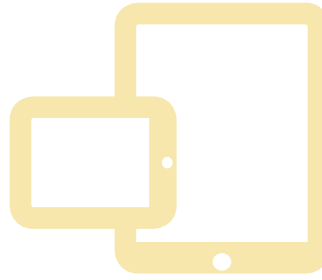


# CIRMA E-Learning Center

## Dispatcher Training Online Training Program



Our E-Learning Programs are **FREE** to all CIRMA members.

### Course Description:

The police dispatcher/911 operator is a critical communication link between law enforcement, the community it serves and the officers in the field. How a dispatcher does his or her job can sometimes make the difference between whether or not an emergency situation results in a successful outcome. For those who have done the job well over a period of time, there is personal satisfaction in knowing that they make a difference in people's lives.

With that satisfaction, however, can come great stress as well. What is it that makes the difference between a dispatcher/911 operator who excels at this type of work and those who don't? What are the things that a person can do to become adept at these positions? In this course we will focus on those skills and practices that make up that difference.

**Time:** Approximately 30 minutes     [Preview the Dispatcher Training online training program here.](#)

### Learning Objectives:

- Understand how to prioritize calls.
- Identify when stress is affecting your performance and what you can do about it.
- Recognize the difference between striving for excellence and perfection.

### Key Topics Include:

- A Vital Link in the Communication Chain
- The Eye of the Hurricane
- Dealing with Panic or Shock
- Job Stress
- Know Your Responsibilities
- Field Experience
- Proper Rest and Nutrition
- Learn to Relax
- Controlling the Call
- Establishing Priorities

*To access CIRMA's E-Learning Center or to see a complete schedule of CIRMA's instructor-led Training & Education programs, please visit —*

[www.CIRMATraining.org](http://www.CIRMATraining.org)

To register for this course, please contact your organization's E-Learning Administrator.

