

PUBLIC SAFETY DISPATCHER COURSE

SPECIFICATIONS FOR LEARNING DOMAIN #100 PROFESSIONAL ORIENTATION

4 hours

- I. Learning Need

Becoming a public safety dispatcher means choosing dispatching not only as a career, but as a moral commitment to maintain public trust. Public safety dispatchers must understand their role and responsibilities, understand the operation of the Communications Center, and act with a high degree of professionalism and ethics.

- II. Learning Objectives
 - a. Overview
 - i. Introductions
 - ii. Professionalism
 - iii. Communication
 - iv. Types of Callers
 - v. More about Communication
 - vi. Work Environment
 - vii. Training
 - b. Introductions
 - c. Professionalism
 - i. Profession
 - ii. Professional
 - iii. Professionalism
 - iv. Interpersonal Relations
 - d. Communication
 - i. 3 Steps to Communication
 - ii. Face to face communication
 - 1. 60% Non-verbal
 - 2. 30% Voice inflection
 - 3. 10% Words
 - iii. Listening – 6 Habits for dispatchers
 - 1. Proper attitude
 - 2. Ask questions
 - 3. Don't jump to conclusions
 - 4. Avoid defensiveness
 - 5. Ask what words mean
 - 6. Avoid labeling
 - iv. Priorities
 - 1. Life over property
 - v. 5 Important words for dispatchers
 - 1. Listen
 - 2. Hear
 - 3. Remember
 - 4. Type

5. Understand
- vi. 8 effective steps for telephone communication
 1. Trust is earned
 2. Give bad news first
 3. Tell the public what you can do
 4. Do not speak down to the caller
 5. Do not embarrass the caller
 6. Do not give too much info
 7. Do not argue
 8. When a problem is presented, offer a solution
- vii. Primacy vs recency
- e. Types of callers
 - i. Examples
 1. Hostile/angry
 2. Mentally ill
 3. Sexual assaults
 4. Confused/elderly
 5. Language barrier
 6. Suicidal
 7. Hysterical/emotional
 - ii. Tips for Angry/Despondent/Suicidal Callers
 1. Model calmness
 2. Keep the conversation going
 3. Listen
 4. Relay your understanding
 5. Reassure them
 6. Give them dignity
 7. Stay calm
 8. Responsibility
- f. More about Communication
 - i. 6 Cs of Dispatching
 1. Communicate
 2. Comprehend
 3. Cooperate
 4. Control
 5. Coordinate
 6. Common sense
 - ii. Effective communication with others
 1. Subculture
 - a. Jargon and codes
 - b. Them vs us
 - c. Maintain open communication with others
 - iii. Serving as a liaison
 1. Key link between the public and the officers.
- g. Work environment
 - i. Dispatching
 1. Benefits
 2. Drawbacks/challenges

- ii. Chain of command
- iii. Open door communication
- iv. Organization structure
- v. Policies and procedures
 - 1. Communications policy and procedure manual
 - 2. Rules and directives manual
 - 3. SJPD duty manual
 - 4. City of San Jose policy manual
- vi. Progressive discipline
 - 1. City's policy is to administer discipline with the goal of corrective, rather than punitive, action whenever possible.
- vii. Levels of discipline
 - 1. Termination
 - 2. Demotion
 - 3. Suspension
 - 4. Salary step reduction
 - 5. Letter of reprimand (LOR)
 - 6. Documented oral counseling (DOC)
 - 7. Training/counseling
- viii. Career development & opportunities
 - 1. Public safety communication specialist
 - a. Communications training officer (CTO)
 - b. Crisis intervention team (CIT)
 - c. Critical incident stress management (CISM)
 - d. Academy instructor
 - e. Admin support
 - 2. Public safety radio dispatcher
 - a. Communications training officer (CTO)
 - b. Crisis intervention team (CIT)
 - c. Critical incident stress management (CISM)
 - d. Academy instructor
 - e. Dispatch response team (DRT)
 - f. Tape custodian
 - g. Promotions
 - i. Senior
 - ii. Supervisor
 - iii. Assistant communications manager
 - iv. Communications manager
 - 3. Committees
 - a. Vertical staff
 - b. CAD committee
 - c. Phone committee
- ix. Training & Education Resources
 - 1. Agency
 - 2. Professional publications
 - 3. Professional organizations
 - a. APCO
 - b. PSCMA

- c. NENA
 - d. NAED
4. Formal training