



First Contact 9-1-1, LLC

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Crisis Callers

Most dispatchers wonder about 'The Call', that specific call that will require all of their dispatching skills to make a difference. Whether it's a call of domestic violence, a possible suicidal caller, a hostage taker, or a possible Suicide by Cop detail, that call will utilize all of your skills and experience. This powerful class will show how to de-escalate a crisis caller from a state of anxiety to a relative state of calmness.

We'll practice the use of 'Active Listening Techniques' developed by the FBI's Hostage Rescue Team. Explain what to talk about with a crisis caller, to calm them down while gaining valuable responder information. We'll show you great questions to ask a caller to get the information your responders will need. And, we'll show you how to gain trust and rapport with anyone caught in a moment of crisis.

Some of our class objectives:

- Lowering anxiety and raising rationality in the Crisis Caller
- Establishing Trust and Rapport
- How the use of Active Listening Principles can make you a better Listener
- Understanding a Crisis Caller's 'Hot Buttons'
- The special needs of children, elderly and intoxicated callers
- What Suicidal Callers need from the Calltaker/Dispatcher
- Signs of a possible 'Suicide By Cop' event

This class gives you what you need: RESULTS. This class works. This class can help you make a difference in someone's life. Register today!

Call our Customer Care Line at (866) 613-1911 for more information.