



First Contact 9-1-1, LLC

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Refresher Building Blocks

If it's been a while since you've had some Dispatch Refresher training for your team, First Contact 9-1-1 has made it easy for you to schedule quality training in a short amount of time!

We've taken many of the hot topics that telecommunicators want and need, and distilled them into two-hour blocks. Pick four of the ***Refresher Building Blocks*** for a one-day refresher class, or eight Building Blocks to assemble a two-day refresher class.

Choose the ***Refresher Building Blocks*** you Need:

- Basic Calltaking Skills
- Call classification and Prioritization
- Multitasking Skills
- Incident Dispatcher Overview
- Interpersonal Relations and Team Building
- Active Shooter Incidents
- Building a Quality Assurance Program
- Working with Volunteers
- Managing Mutual Aid Incidents
- Violent Crimes/Home Invasion/Carjacking Incidents
- Customer Service Skills
- Conflict Management within the 9-1-1 Center
- 9-1-1 Grant Writing Workshop
- Hostage Takers and Barricaded Subjects
- Effective Telephone Skills
- Managing Crisis Callers
- Handling Foot and Vehicle Pursuit Calls
- CSI for Dispatchers
- Suicidal Subject Call Handling
- Active Listening Principles
- Incident Command System and NIMS
- 9-1-1 Stress Management
- Critical Incident Stress Management

- Hate Crimes
- Fire Communications
- Aircraft Incidents
- Handling Alarm Calls
- Homeland Security
- School Violence
- Railroad Incidents
- Handling Bomb Threats
- Disaster Dispatching
- Hazardous Materials
- Workplace Violence
- High-Risk Calls
- 9-1-1 Ethics and Liability
- Handling Mass Casualty Incidents
- Domestic Violence Call Handling
- Working with the Media
- Workplace Violence
- Missing Children and Adults

To begin your own **Refresher Building Block** class, call our FC911 Customer Care Line at (408) 782.8828 for more information!