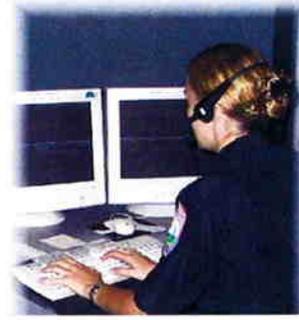


# TRAINING ANNOUNCEMENT



## CAREER & OFFICER SURVIVAL *FOR DISPATCHERS*

This Unprecedented Training Will:

- Discuss the unique stressors dispatch personnel face
- Help dispatchers understand officer survival tactics
- Give dispatch personnel tools they need to develop true leadership skills
- Discuss dispatchers and their role in critical incidents; before, during and after
- Teach how to effectively communicate...*really*
- Help dispatchers to **THRIVE**, not just "survive" in the organization
- **And SO MUCH MORE!**

### Real World Training for the "Forgotten First Responders"

Public safety dispatchers are trying to do the same job as those they dispatch from two very different locations and perspectives. They often have separate rules, dissimilar shifts, and neither entity truly understands. Taught by veteran police and dispatch trainers Betsy Smith & Barb Harris, this interactive, multi-media training course will give dispatchers, supervisors, and managers the insight they need to bridge the gap between line personnel and the dispatchers and call-takers that support them.

This one-day workshop will help you see, hear and feel what is happening on both sides of the microphone and recognize that the actions, instincts, and expertise of a good dispatcher can play a vital role in police officer safety and survival and managers can bring both sides together to work as a team.

Date: **October 7, 2011**  
Location: **Spokane County S/O  
1100 W. Mallon  
Spokane, WA**  
Tuition: **Only \$99.00**  
To Register:  
[www.regonline.com/SpokaneDispatchersOctober](http://www.regonline.com/SpokaneDispatchersOctober)  
or 847-875-3620 or [kodonnell@pg-ti.com](mailto:kodonnell@pg-ti.com)

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**"WINNING MIND SEMINARS"**

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