

2024 Dispatcher/Telecommunicator Continuing Education January – December 2024 Courses

To request enrollment in any of the below courses please email Becky Murphy directly at:

cmpareg@stlouiscountymo.gov

Please format your request as follows:

Name / POST ID # (if commissioned in MO) /Agency/Course Requested and Date

Please be advised the following listing of courses are for
Dispatcher/Telecommunicator Training.

Dispatchers/Telecommunicators can also register for courses listed
under “2024 Continuing Education Courses”.



You Have The Right to Remember: Memory Skills for Law Enforcement

The instructor simplifies how we remember and why we forget. With humor and compassion, you will see instant results for recalling names and faces, speaking without notes, and getting through the day without the fear of forgetting.

Instructor Paul Mellor.

February 19, 2024

8:00 a.m. – 5:00 p.m.

St. Louis County & Municipal Police Academy

\$175 per seat for Non-tuition Paying Department

Seats Remaining: 62

Comm Center Wellness

911 Operators and Dispatchers perform a complex and very stressful function. Unfortunately, the critical role they play often is misunderstood by administrators, officers and citizens. They must be able to handle incoming calls, dispatch officers, transfer calls to appropriate agencies, coordinate multiple units for emergency calls, record computer requests by field units and in some cases, process written reports. Frequently, they must provide immediate emergency care instructions to panicked, distressed and highly emotional callers. They must perform all of these functions while remaining calm and reassuring.

In addition, Comm. Center personnel often play a vital role in ensuring the safety of others, not only callers but also the officers on the street. These dedicated professionals are action-oriented people who work in a very stressful environment.

This class will present a Reality-Based picture of the Comm. Center and provide students with a first-hand look at the stress and trauma associated with 911 Comm. Center Personnel. From the stress on the job – multiple calls, critical incidents, quick decisions, feeling like a “second class citizen”, a low sense of control, a lack of training, the high level of responsibility, little chance for promotions, etc. In addition, a work environment to stress on a personal level that include relationships, shift work, working holidays, time away from family, emotional feelings, getting too close to officers, time for exercise and eating a healthy diet.

In this class students will review the critical incidents and traumatic events they face on every shift. The class will offer strategies and solutions for dealing with the day-to-day stressors of their work life as well as their home life. The class will provide the tools and skills needed to develop a personal plan for resiliency and how to help co-workers when a crisis hits home. Students will participate in stress reduction exercises and receive handout materials.

Instructor with Training Force USA

March 12, 2024

8:00 a.m. – 5:00 p.m.

St. Louis County & Municipal Police Academy

\$175 per seat for Non-Tuition Paying Department

Seats Remaining: 39

Psychological First Aid for First Responders

First Responders are the first to arrive and help at emergency scenes, which can include car accidents, fires, medical emergencies, natural disasters and even terrorist attacks. They witness highly stressful and traumatic events every day.

Constant exposure to these events can lead to emotional exhaustion, low productivity, and sometimes hopelessness. You feel drained, tapped out, and you have little or no energy to answer the call to help others. Usually after a little break we revive and step back up to the plate. What happens however, when these feelings don't pass – going beyond fatigue and turning into something much worse, like apathy? This could spell trouble for first responders. Professions like Law Enforcement, Dispatch, Emergency Management, Corrections, and Fire Rescue come with a heightened level of stress and exposure to traumatic events. Such stress and trauma can lead to emotional exhaustion, compassion fatigue, low job satisfaction, burnout, PTSD, and in some cases suicide.

This 8-Hour Class was designed to help Law Enforcement Officers, Firefighters, Rescue Personnel, Correctional Officers, 911 Communication Operator/Dispatchers, and Emergency Management Personnel acquire the knowledge and skills necessary to maximize efficiency, effectiveness, and potential while minimizing stress, compassion fatigue, and burnout.

Instructor Tom Gillan with Training Force USA

March 13, 2024

8:00 a.m. – 5:00 p.m.

St. Louis County & Municipal Police Academy

\$175 per seat for Non-Tuition Paying Department

Seats Remaining: 33

16 Hour Initial Telecommunicator Training

This 16-hour program will meet the requirements mandated by the State of Missouri to the agencies that provide police dispatch only and seeking to certify newly hired dispatchers. Multiple instructors.

March 19-20

June 25-26

September 11-12

November 6-7

8:00 a.m. – 5:00 p.m.

St. Louis County & Municipal Police Academy

Commissioned and Non-Commissioned Personnel

\$250 per seat for Non-Tuition Paying Department

Communications Training Officer (CTO) Program

This 24-hour course is designed to prepare Law Enforcement and Fire Service dispatchers for assignment as a training officer. Instructor Jamie Hudson, IXII Training.

April 1 – 3, 2024

8:00 a.m. – 5:00 p.m.

St. Louis County & Municipal Police Academy

Commissioned and Non-Commissioned Personnel

\$375 per seat for Non-Tuition Paying Department

Seats Remaining: 30

Crisis Intervention Team (CIT) Training for Telecommunicators/Dispatchers

- The knowledge and skill to identify signs and symptoms of mental illness
- The skills to assess and manage an individual's risk for suicide
- How to effectively communicate strategies when handling suicidal calls
- Develop a better understanding of the police officer's role, examine officer safety and tactical considerations to improve the effectiveness of field contacts with consumers.
- An understanding of the importance of self-care in identifying signs and symptoms of Post-Traumatic Stress Disorder (PTSD).

Instructor CIT Coordinator, Sergeant Patrick Hokamp.

May 2-3, 2024

8:00 a.m. – 5:00 p.m.

St. Louis County & Municipal Police Academy

Telecommunicators/Dispatchers

NO COST TRAINING

Seats Remaining: 35



Police Academy

Managing Generational Differences

This class examines and analyzes the differences, similarities, and issues involving people of different ages who come together in the workplace. Participants will find new ways to view and work with other generations.

Topics Include:

- The latest data related to how to manage and motivate younger employees
- The views, behaviors, and attitudes of the different generations are explored in a serious and humorous fashion.
- Identify current trends
- Highlight ideas about behavior and attitude differences
- Provide motivation, leadership, and supervision ideas
- Provide structural suggestions for managing generational differences

Instructor with Training Force USA

May 2, 2024

8:30 a.m. – 5:00 p.m.

St. Louis County & Municipal Police Academy

Commissioned & Non-Commissioned Personnel

\$175 per seat for Non-Tuition Paying Department

Seats Remaining: 36

Societal Trends/ Dealing with Millennials/ High Performance Teams

As in the song's words: "The times they are a changing!" Every law enforcement leader regularly experiences the realities of societal, family, and economic changes. Past assumptions, in most cases, are no longer valid or productive. Assumptions related to motivating and training younger officers or approaches to accountability frequently change and pose challenges for command leaders.

This two-day workshop begins with the major changes over the last several decades. It relates them to law enforcement leaders' realities in attempting to sustain or create high-performing teams. The workshop ends with practical ideas and approaches for addressing these current and emerging challenges.

Some of the topics covered in this workshop include:

- Significant changes that are impacting families and youth.
- Factors impacting the motivations of younger people.
- Changes in the workplace that are impacting teams.
- Successful approaches for training and developing younger officers.
- Key steps in developing and maintaining a high-performing team.

Instructor Lew Bender with Training Force USA

May 7 - 8, 2024

8:00 a.m. – 5:00 p.m.

St. Louis County & Municipal Police Academy

Seats Remaining: 39

Technical Spanish

This course is an intensive, 8-hour program designed to equip you with the essential Spanish language skills you will need to enhance your communication abilities during a critical situation. It was specially created and purposely designed just for professionals like YOU: the non-Spanish-speaking front-line worker looking to learn limited, yet effective Spanish that is straightforward and easy to recall.

The goal is to bridge the language gap by providing you with practical and functional phrases that will foster successful interactions with the Spanish-speaking public you serve. In other words, just the right amount of amount of Spanish that will help you get through that critical moment where, otherwise, you would have had nothing to fall back on.

Why does it work? Because the lessons capitalize on the simple fact that you already speak English. Your knowledge of the English language will provide you with all of the knowledge you will need to master the course content due to the existence of cognates. Cognates are words that look the same, sound the same, and mean the same thing in two different languages, and they will be leveraged heavily.

COURSE CONTENT:

1. Introduction to Spanish for Public Safety:
 - a. Cultural awareness and review of historical data regarding the influence of Spanish culture in the world and the United States.
 - b. Overview of the importance of Spanish language skills in law enforcement and public safety roles.
2. Basic Pronunciation and Spanish Grammar:
 - a. Introduction to Spanish pronunciation, including vowels, letters, and numbers.
 - b. Days of the week, months, parts of the body and how to tell time.
 - c. Grammar essentials, key words, and basic phrases.
2. Essential Vocabulary for Telecommunicators/First Responders/LEOs:
 - a. Key terms and phrases, including commands, interrogative statements, and emergency responses.
 - b. How to obtain a person's information: name, address, date of birth, phone number, and/or nature of their emergency.
 - c. Other vocabulary related to police contacts and emergency/medical situations.
 - d. Communication strategies during emergency responses and dispatch interactions.

Instructor with Training Force USA

May 17, 2024

8:00 a.m. – 5:00 p.m.

St. Louis County & Municipal Police Academy

Seats Remaining: 34

\$175 per seat for Non-Tuition Paying Department

Mastering Leadership Dynamics

Leaders must learn how to work in the changing workforce and government agencies. This class engages the criminal justice leader and supervisor in how to implement the principles that employees complain about most.... Lack of effective communication up and down the chain! Discussions will take place in class about common perceptions, pitfalls and methods people use. Tips for listening, giving feedback and agency leadership culture will be on the table.

Topics included in this class:

- Empowerment Techniques
- Organizational Culture
- Mastering Leadership Communication
- Decision making strategies and following agency policy
- Types and profiles of power within an organization
- Traps for leaders
- Fraternization and socializing pitfalls
- Ethics for leadership and getting people on board
- Creativity/Innovation
- How to properly use delegation

Instructor with Training Force USA

July 26, 2024

8:00 a.m. – 5:00 p.m.

St. Louis County & Municipal Police Academy

\$175 per seat for Non-Tuition Paying Department

Seats Remaining: 37

Communications Training Officer (CTO) Program

This 24-hour course is designed to prepared Law Enforcement and Fire Service dispatchers for assignment as a training officer. Instructor Jamie Hudson, IXII Training.

September 16 – 18, 2024

8:00 a.m. – 5:00 p.m.

St. Louis County & Municipal Police Academy

Commissioned and Non-Commissioned Personnel

\$375 per seat for Non-Tuition Paying Department

Seats Remaining: 30

Veterans Crisis Intervention Team (CIT) Training

This twenty-four-hour training program is designed to provide officers an understanding of the veteran experience while also equipping them with tools and techniques to de-escalate potentially volatile situations, resulting in positive outcomes between law enforcement and veterans in crisis situations.

October 23 – 25, 2024

8:00 a.m. – 5:00 p.m.

St. Louis County & Municipal Police Academy

Commissioned and Non-Commissioned Personnel

NO COST TRAINING

Seats Remaining: 35

Call Taking Techniques for Dispatchers

This course will provide the student with effective interpersonal communication techniques, information gathering, call processing procedures and specific calming techniques.

November 13, 2024

8:00 a.m. – 5:00 p.m.

St. Louis County & Municipal Police Academy

Commissioned and Non-Commissioned Personnel

\$175 per seat for Non-Tuition Paying Department

Seats Remaining: 35

Police Dispatching Techniques

This course will provide the student with the knowledge and skills to safely and accurately process emergency and non-emergency calls for service.

November 14, 2024

8:00 a.m. – 5:00 p.m.

St. Louis County & Municipal Police Academy

Commissioned and Non-Commissioned Personnel

\$175 per seat for Non-Tuition Paying Department

Seats Remaining: 35

40 Hour Initial Telecommunicator Training

This program will meet the requirements mandated by the State of Missouri to meet the requirements to the agencies that provide dispatching for more than one emergency service. The instructors for this course will be experienced dispatchers from the St. Louis County Police Department and Municipal Departments, Fire Department dispatchers and other guest instructors.

November 18 - 22, 2024

8:00 a.m. – 5:00 p.m.

St. Louis County & Municipal Police Academy

Commissioned and Non-Commissioned Personnel

\$500 per seat for Non-Tuition Paying Department

Seats Remaining: 35