

SOUTHWESTERN ILLINOIS LAW ENFORCEMENT COMMISSION

Mobile Team ASSIST #14

2300 West Main St., Suite D-100
www.silec.org

Belleville, Illinois. 62226
E-mail: office@silec.org

618/277-1550
Fax: 618/277-1553



MANDATES: 5 Hrs. Crisis Intervention, 2 Hrs. Cultural Competency, 1 Hr. Legal Updates, and 6 Hrs. Procedural Justice

P R E S E N T S

8 Hour What if it were Family?

THURSDAY, MAY 16, 2024 – 8 AM/5 PM

WHERE: SILEC Training Room
2300 West Main St., Belleville, Illinois. 62226

WHO: Ted Bourgeois, Founder of American Emergency Preparedness

TO REGISTER: Please visit www.silec.org. **Class Limit 40.**

Target Audience: Emergency Communications Specialists (all levels of experience), Supervisors, Management/Administrative.

This eight-hour course will give students the tools necessary to meet, but exceed, a caller's expectations during an emergency. Your call-takers and dispatchers will learn to provide service without judgement, how to be in the moment, listen to the caller and focus on specific requests for assistance, ultimately treating their callers no differently than they would a family member.

Students will learn about decision anchoring, cognitive bias, how to shift their mindset when answering calls for service, and the effectiveness of proper voice inflection in certain situations. We will also explore the culture of negativity that is so often found in the public safety industry and learn strategies to effect immediate, positive change in your center.

Through various class exercises and constructively analyzing case studies, including real audio that has received national attention, students will have an opportunity to see what it looks like to go above and

beyond when offering assurance and assistance to callers. It is important to note that rather than passively evaluating these scenarios, we will take on the role of engaged observers and dissect each incident in an attempt to provide a valuable learning experience. So, what if it were family?

Outline

- This workshop will concentrate on the following areas:
- Information gathering from hysterical or uncooperative calls.
- Handling mentally ill and suicidal callers.
- Active listening techniques and listening/responding to keywords.
- Domestic violence call taking and dispatching, including caller and responder safety.
- Asking clarifying questions.
- The use of appropriate voice inflection.

Funding made available by Homeland Security Grant Funds and the Illinois Law Enforcement Training and Standards Board, Southwestern Illinois Law Enforcement Commission, ASSIST #14 Partnership and the seven counties of Bond, Clinton, Madison, Monroe, Randolph, St. Clair and Washington. MTU 14 request for certification of this course has been approved by the Illinois Law Enforcement Training and Standards Board.