



ONLINE 911 Emergency Dispatching; Crisis Negotiations for Dispatchers and First Responders

Presented by: Commonwealth Police Legacy, Inc.

Epecially designed for:

ALL Public Safety Dispatchers (Non-Sworn & Sworn)

Monday: February 6, 2023 Host: Belchertown Police Department

The ONLINE seminar will run from 8:00 a.m. - 4:00 p.m. with convenient ZOOM Platform.

The cost of the seminar is \$225.00 per official.

Instructor: Lieutenant Charles Hartnett (Medford PD)

To register, simply complete the form below and fax this page to 508-622-1820 or call 508-989-9848.

Crisis negotiations addresses proven communication and active listening skills Dispatchers, and first responders can utilize to calm or resolve the crisis state. Discussions will revolve around the timeline of getting an individual in a crisis state to a rational state. These proven techniques can save the lives of officers and individuals involved in the crisis incident. We will discuss how to recognize dispatchers and officers who may profit from improved communication skills in the crisis and non-crisis state.

The following will be discussed:

- Goals of negotiation
- Negotiation Techniques
- Active Listening Skills
- Behavioral Change Stairway model
- Slowing down high stress situations
- Tone of voice and its effects
- Verbal Containment
- Barricaded and suicidal individuals
- Emotionally Disturbed Persons
- Use of third party Intermediaries
- How to gain critical information needed
- Tactical Empathy
- How to tactically and peacefully resolve negotiations

Direct Department Billing Available for 911 Dispatch Clinic

Agency _____
Street Address _____
Phone _____
Dept. email _____

Names of Officials Attending 911 Public Safety Dispatch Clinic (include rank if applicable)

1.) _____ 2.) _____ 3.) _____
4.) _____ 5.) _____ 6.) _____

Please make check payable to:

Commonwealth Police Legacy, Inc. and send to P.O. Box 752 Norton, MA 02766

General Questions please contact Paula Heagney at 508-989-9848



ONLINE 911 Emergency Dispatching; Crisis Negotiations for Dispatchers and First Responders

Presented by: Commonwealth Police Legacy, Inc.

Especially designed for:

ALL Public Safety Dispatchers (Non-Sworn & Sworn)

Thursday: February 16, 2023 Host: Belchertown Police Department

The ONLINE seminar will run from 4:00 p.m.- 12:00 a.m. with convenient ZOOM Platform.

The cost of the seminar is \$225.00 per official.

Instructor: Lieutenant Charles Hartnett (Medford PD)

To register, simply complete the form below and fax this page to 508-622-1820 or call 508-989-9848.

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911 Emergency Dispatching: The Edge of Chaos, Gathering and Communicating Information in the Golden Hour of Crisis

Presented by: Commonwealth Police Legacy, Inc.

Especially designed for:

ALL Public Safety Dispatchers (Non-Sworn & Sworn)

HOST: Belchertown Police Department

Saturday: February 25, 2023

The seminar will run from 8:00 a.m.- 4:00 p.m. The cost of the seminar is \$225.00 per official.

Instructor: Retired Lieutenant Fred Leland (Walpole Police Department)

To register, simply complete the form below and fax this page to 508-622-1820 or call 508-989-9848.

Identifying and developing good decision makers is the first obligation of any organization. Without those decision makers the best ideas for handling the adaptive challenges of crisis response will not emerge and cannot succeed.

This course runs non-stop, creating a fluid and engaging learning environment. Participants will be in situations conducive to the development of personal initiative, teamwork and adaptability. Everyone takes an active role in the course. This will consist of learning how to evaluate peers during Tactical Decision exercises, briefing solutions to the class, or assuming a leadership role during one of the many Tactical Decision Exercises.

We will also discuss:

- Assume the role of decision makers in a variety of high-pressure 911- telecommunication situations.
- Make difficult decisions with incomplete and sometimes contradictory information available, and observe their peers in similar situations;
- Gain an understanding of each other's preferred working styles and the importance of moral courage in good leadership, gathering information and dispatching that information under pressure
- Quickly develop a sense of trust among their team as they explore complex problems and build dynamic, adaptive teams, that work together handling and then learning from a crisis.
- Introduce and practice After Action Reviews (AAR), a tool that is a vital building block for developing adaptive telecommunicators and teams.
- Learn sense-making, problem solving, adaptability, metacognition, and attention control concepts by relating personal experiences to the principals taught.

Direct Department Billing Available for 911 Dispatch Clinic

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Street Address _____
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911 EMERGENCY DISPATCHING: Handling Missing Persons & Abducted Children for the Communication Center

Presented by: Commonwealth Police Legacy, Inc.

Epecially designed for:

ALL Public Safety Dispatchers (Non-Sworn & Sworn)

Host: Belchertown Police Department

Thursday: March 9, 2023

The seminar will run from 4:00 p.m.-12:00 a.m.

The cost of the seminar is \$225.00 per official. Instructor: Lieutenant Detective Matthew Reardon (Medway PD)

To register, simply complete the form below and fax this page to 508-622-1820 or call 508-989-9848.

During this seminar we will thoroughly discuss the following areas:

- Types of Missing Persons
- Missing Person Laws, Definitions & Statistics
- Handling the initial call
- Coordinate the response
- NCIC Entry and Guidelines
- Amber Alert and Silver Alerts
- NMCEC Services
- NameUS Overview
- Technology- Pings, CSLI & Social Media
- Overview of a Police Response
- Additional assets to assist
- Recovery, Re-Unification and Investigation

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General Questions please contact Paula Heagney at 508-989-9848



911 EMERGENCY DISPATCHING: Handling Missing Persons & Abducted Children for the Communication Center

Presented by: Commonwealth Police Legacy, Inc.

Especially designed for:

ALL Public Safety Dispatchers (Non-Sworn & Sworn)

Host: Belchertown Police Department

Friday: March 10, 2023

The seminar will run from 8:00 a.m.- 4:00 p.m.

The cost of the seminar is \$225.00 per official. Instructor: Lieutenant Detective Matthew Reardon (Medway PD)

To register, simply complete the form below and fax this page to 508-622-1820 or call 508-989-9848.

During this seminar we will thoroughly discuss the following areas:

- Types of Missing Persons
- Missing Person Laws, Definitions & Statistics
- Handling the initial call
- Coordinate the response
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Presented by: Commonwealth Police Legacy, Inc.

Especially designed for:

ALL Public Safety Dispatchers (Non-Sworn & Sworn)

HOST: Belchertown Police Department

Monday: March 20, 2023

The seminar will run from 4:00 p.m.- 12:00 a.m. The cost of the seminar is \$225.00 per official.

Instructor: Retired Lieutenant Fred Leland (Walpole Police Department)

To register, simply complete the form below and fax this page to 508-622-1820 or call 508-989-9848.

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