Talk Tactics for Dispatchers

New Training Opportunity

Talk Tactics is a course designed to sharpen the skills of a communications operator who deals with those reporting crisis events. The communications operator will gain skills to help them gather information that will assist responding emergency personnel. Practical application skills will be taught, and communications operators will be given vital tips to address crisis and hostage situations. The operator will be shown how to identify and talk with suicidal and mentally disturbed subjects.

The course is taught by Frank McClure and Ruthie Doles. McClure is a retired Captain from the Douglas County Sheriff's Office. He has been qualified as an expert witness in federal and state courts on topics regarding hostage negotiations. He is the associate director of the International Association of Hostage Negotiators.

Doles is an adjunct instructor at St. Petersburg College. She is a 911 Communications Center Manager at Pinellas County Public Safety, an emergency medical dispatcher, and an emergency numbers professional. She brings a wealth of experience and knowledge to this training program.

GENERAL INFORMATION

DATE/TIME:	**January 30 - February 1, 2011 8 a.m.-5 p.m.**
LOCATION:	**Allstate Center 3200 34th St. S St. Petersburg, FL 33711**
FEE:	**$284.63**
REGISTRATION:	**By phone: 727-341-4500 By fax: 727-341-4547 Please provide your e-mail address when registering.**
COORDINATOR:	**Rosanne Beck 727- 341-4411**

St. Petersburg College SEPSI

Advance Registration of Seminar Applicants

In the space provided below, please *print* the names of those who will be attending the announced program.

***** Cancellations must be received 16 calendar days before start of class to avoid charge. *****

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FEE INCLUDES CLASS MATERIALS. FEES SUBJECT TO CHANGE. Agency will be billed if fees are not paid when

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