



# CAREER & OFFICER SURVIVAL FOR DISPATCHERS™

**Proudly Hosted By:**  
**Lake Zurich PD**



Training Site Address:

**200 Mohawk Trail  
Lake Zurich, IL 60047**

**Sponsored By:**



**Lake Zurich, IL**  
**Tuesday, March 27, 2018**  
**8am-4pm**

**ONLY \$149**

## ***This Unprecedented Training Will:***

- Discuss the unique stressors & rewards that dispatchers experience
- Help dispatchers understand **officer safety** and survival tactics
- Give dispatch personnel tools they need to develop leadership skills and a true sense of **mission**
- Show all personnel how to bring the **“Not Today!”** mindset into the communications center!
- Discuss a dispatcher’s role in critical incidents; before, during & after
- Teach how to effectively communicate with each other...*really*
- Bring **“Warrior Ethos”** to the dispatch function
- 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 the other. Taught by veteran police officer and dispatch trainer **Betsy Brantner Smith**, 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. Dispatchers, cops and managers will learn how to bring both sides together to work as a team.

## ***REGISTER NOW!***

**ONLINE:** [www.regonline.com/LzDis18](http://www.regonline.com/LzDis18)

**EMAIL for Questions:** [kodonnell@pg-ti.com](mailto:kodonnell@pg-ti.com)

**PHONE for Group Discounts:** (847) 875-3620

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***Survival is just the beginning; we train to WIN!***