

COURSE DESCRIPTION

The field of emergency communications is by its very nature, stressful. From the frantic call of a parent who just found their baby not breathing, to a motorist injured in an accident on a strange roadway, telecommunicators are the life link to thousands of people each day. These dedicated people must be the calm, reassuring voice that ensures that help is but that call away. All too often however, intense emotions and other damaging stress reactions are caused by visual images brought on by events never seen and the vicarious traumatization that comes with helping others. These stress reactions can, and often do, take a toll on even the most seasoned telecommunicator.

At the completion of this course, participants will be able to:

- Define stress
- Recognize the causes and risk factors of stress
- Recognize the signs and symptoms of stress
- Recognize the professional cost of stress
- Understand how Telecommunicators are impacted by stress
- Better manage their own stress and that of those around them
- Properly define CISM
- Understand the principles of CISM
- Identify resources available to assist with managing stress

CO-HOST INFORMATION

Host: Montana State Univ. Police

Contact: Brian Boehm

bboehm@montana.edu

Ph. (406)994-1227

CLASS INFORMATION

Class # 37104

Date: May 6, 2014

Time: 8:00am – 5:00pm

Tuition **\$199.00**

*APCO Members receive a \$20 discount

Location: Montana State Univ. Police Training Center
7TH Ave. & Kagy Blvd.
Bozeman, MT 59717

LODGING *

C'Mon Inn

6139 E. Valley Center Rd.
Bozeman, MT 59718
Ph. (406)587-3555
5 miles from class site

Holiday Inn

5 E. Baxter Lane
Bozeman, MT 59715
Ph. (406)587-4561

3 miles from class site

**Lodging suggested by host agency*

Airport: (BZN) Bozeman Yellowstone Intl.

REGISTRATION

To Register: visit our website at:

http://www.apcointl.com/institute/schedule_registration.htm

Registration Policy and Fees:

- Your method of payment MUST accompany your registration.
- Payments received in less than 10 days of the start date of the class will be subject to a late fee of \$25.
- Any registration received within ten (10) days of the class start date of the course is subject to a \$25.00 late registration fee.
- Registrations cancelled more than 21 days prior to the start of the scheduled course will receive a refund minus a \$25.00 administrative fee. Cancellations less than 21 days before the class will receive a 50% tuition refund.
- Only one (1) transfer or substitution is allowed. Transfer fee: \$50.00 A late fee of \$25 will apply if applicable
- Complete registration Policy is available upon request.

COURSE DESCRIPTION

Providing satisfactory customer service in the high energy, often high stress field of public safety communications, is paramount to successful performance in this profession, both for the individual telecommunicator as well as the agency they represent.

This course addresses all aspects of customer service and how it impacts our industry. Although intangible, it is a critical component that must be understood and applied in excellence to every situation.

Topics include:

- ▶ Defining Customer Service
- ▶ Customer Attitudes and Expectations
- ▶ Customer Service in Public Safety
- ▶ Impact of Customer Service on Public Safety
- ▶ Communications Center Customer Service in Action
- ▶ Customer Service and Quality Control
- ▶ Investigating Complaints
- ▶ Improving Customer Service in the Comm. Center

CO-HOST INFORMATION

Host: Montana State Univ. Police
Contact: Brian Boehm
bboehm@montana.edu
Ph. (406)994-1227

CLASS INFORMATION

Class # 37103
Date: May 5, 2014
Time: 8:00am – 5:00pm
Tuition **\$199.00**
*APCO Members receive a \$20 discount
Location: Montana State Univ. Police Training Center
7TH Ave. & Kagy Blvd.
Bozeman, MT 59717

LODGING *

C'Mon Inn	Holiday Inn
6139 E. Valley Center Rd. Bozeman, MT 59718 Ph. (406)587-3555 <i>5 miles from class site</i>	5 E. Baxter Lane Bozeman, MT 59715 Ph. (406)587-4561 <i>3 miles from class site</i>

**Lodging suggested by host agency*

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