



# “Crisis Communication Training for 9-1-1 Personnel”



“Hosted by MLEOTA, Pearl, Mississippi – June 24, 2024”

**Course Duration:** 8 hours

**Max. Number of Students:** 25

**Instructional Setting:** Classroom

## **COURSE DESCRIPTION:**

This course is designed to ensure a quality presentation of Crisis Communication Training for the 9-1-1 operator with an emphasis on essential communication skills training, active listening and stress management. This course teaches the importance of listening to an individual, assessing the situation and understanding the need to communicate properly and professionally during the current call for service. This course is designed to teach the basic skills, techniques and concepts of crisis communication required for the 9-1-1 operator.

Topics Include:

- Introduction to Crisis Communication
- Active Listening Skills
- Essential Communication Skills
- Advanced Communication Techniques
- Dealing with Trauma and the PTSD Subject
- Stress Management
- Student Exercises

## **INSTRUCTIONAL GOAL:**

To provide the emergency 9-1-1 operator with the skills, techniques and basic concepts needed to assist and help those in need involving subjects in crisis, agitated individuals, mentally disabled, or potentially violent subjects. The 9-1-1 operator will learn the importance of identifying and interpreting an individual’s speech pattern, tone as well as other indicators in identifying subjects in crisis. An understanding as well as practical knowledge of these concepts and skills is fundamental in assisting the individual in crisis, as well as the responding emergency personnel.

Global Police Solutions, LLC is an approved advanced LE training provider throughout the United States and Abroad, who understands the concerns and needs of today’s law enforcement.

**Date and Location:** June 24, 2024  
0800-1700hrs

MLEOTA  
3791 Highway 468 West  
Pearl, MS 39208

**Instructor:**

James C. Lilley - The Director of Global Police Solutions, LLC, Jim brings with him over twenty-five years of law enforcement experience both Nationally and Internationally. He holds a Bachelor of Science degree in Criminal Justice as well as an ICITAP Master Instructor certification, and is a member of the International Law Enforcement Educators and Trainers Association. Jim is well diversified in law enforcement, and has served in such supervisory and management roles as a Corporal, Detective, Major Level Narcotics Task Force Agent, Detective Sergeant, Patrol Sergeant, Training Sergeant and as a Training Division Commander/Lieutenant. Jim is an SME in Critical Incident Negotiations and has instructed LE Officers around the Country in Crisis Intervention and Management as well as Public Speaking. While serving four years in Iraq with the police training mission, Jim served as a Senior Mentor, Lead Trainer, Training Center Support Team Leader, and as the Acting Regional Commander for AAB 5, Southern Iraq where he received a Certificate of Appreciation for Dedication and Initiative from Lieutenant General Helmick, USA, Commanding General, Multi-National Security Transition Command-Iraq.



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