



9-1-1Pros! It's time to join us for...

Peak Performance in Managing Domestic Violence Calls!™

Praise for "Managing DV":

"Another quality class. Time and training dollars well spent!"

This information will transform the way my agency teaches our dispatchers to think about, approach & handle these calls."

"This is not the typical DV class. Excellently developed."

DATE & LOCATION:

Hosting Opportunities are available to PSAPs in and beyond the U.S.

Visit our website to view current dates & locations.

All classes offered both on-site and virtual.

TO REGISTER:

E-mail:
info@911training.net

On-line:
www.911training.net

Phone:
231-622-1600

"Not the typical DV class."

This is a one-day, 8-hour course that can *make a career's worth of difference* in how you feel about & deal with DV calls! You'll gain fresh knowledge and powerful skills to master one of the most common yet dangerous call types for everyone on the scene.

- Become psychologically prepared to build a powerful connection with DV callers—the alleged victim and the *Intimate Terrorist*
- Boost your success & lower your frustration as the *Very First Responder*
- Learn best-practice DV Call Assessment skills to increase safety for all on scene
- Gain intervention skills to optimally manage DV calls and influence better outcomes
- Exchange mistaken beliefs about DV callers that fuel judgments with *fascinating new insights* to peak perform and boost your resilience

- **STATE APPROVALS:** Michigan SNC, NC 911 Board
- **CLASS FEE:** \$259.00/person (on-site); \$239.00/person (live-virtual)

