

# PUBLIC SAFETY COMMUNICATIONS PERSONNEL BASIC COURSE #11B47

November 28 – December 8, 2011  
(67 P.O.S.T. Credit Hours)

This course is designed for personnel who are currently, or will be assigned to perform dispatching duties. Successful completion of this course will qualify the student to receive Communications Personnel "Basic Certification".

This course will contain a combination of theoretical discussion and hands-on practical applications that will help the student begin to focus on the job requirements placed on communications personnel. The concept of "awareness training" is closely integrated with specific instruction dealing with the procedural aspects of communications.

Some of the topics dealt with are:

- Career orientation
- Legal issues
- Stress management
- Community resource referral
- Dispatcher's role in officer survival
- Terrorism Indicators
- Ethics
- Crisis Intervention
- Interaction with the Mentally Ill
- Fire Dispatch
- Interpersonal communications

Practical exercises will be used to solidify theory in the areas of:

- Dealing with the public
- Answering the phone
- Radio usage

The course will be instructed by working dispatchers from across the State, as well as selected professionals with expertise in specific topic areas.

**NOTE: Attendance in the Communications Basic Course does not automatically enroll you in the WCJIN class. You must submit separate applications for this Basic Course and for the WCJIN class.**

**Application deadline:** October 21, 2011

**Confirmation date:** October 28, 2011

**Registration fee:** Wyoming Law Enforcement - \$425.00  
Other - \$531.00

Submit Application Form [#CBA-1](#).