Law Enforcement Dispatch Certification

Law Enforcement Dispatch Certification prepares public safety telecommunicators to effectively manage law enforcement calls for service. The course emphasizes the telecommunicator's role as a first responder, caller and responder safety, intelligence gathering, crisis intervention, active listening, and the management of common and high-risk law enforcement incidents. Learners examine foundational call-handling principles and apply them to common crimes, stalking, domestic violence, suicidal callers, hostage situations, and critical incident stress. Throughout the course, emphasis is placed on gathering accurate information, maintaining situational awareness, providing appropriate Pre-Arrival Instructions, and effectively communicating critical information to responders.

Learning Objectives

Upon completion of this course, learners will be able to:

1. Explain the telecommunicator's responsibilities as a first responder on law enforcement calls.
2. Recognize when a call requires a law enforcement response and identify common law enforcement emergencies.
3. Gather and relay critical incident, location, person, hazard, weapon, and injury information to responders.
4. Apply foundational call-handling, crisis intervention, and active listening principles to promote caller and responder safety.
5. Provide appropriate Pre-Arrival Instructions and maintain situational awareness during evolving incidents.
6. Apply specialized call-handling principles to stalking, domestic violence, suicidal callers, and hostage incidents.
7. Recognize and appropriately manage the effects of critical incident stress.

Course Introduction

The course introduction establishes the telecommunicator as one of the first responders involved in a law enforcement emergency. It previews the types of incidents addressed throughout the program and emphasizes recognizing calls that require a law enforcement response, gathering key information for responders, using active listening to support scene safety, and managing critical incident stress.

Content/Activities

- Law Enforcement Dispatch Certification Introduction
- Role of the Telecommunicator as a First Responder
- Recognizing the Need for Law Enforcement Response
- Common Law Enforcement Emergencies
- Key Information Needed by Responders
- Foundational and Active Listening Skills
- Critical Incident Stress Awareness
- Course Module Overview

Module 1: Fundamentals of Law Enforcement Call Handling

This module establishes the foundational principles used to manage law enforcement calls for service. Learners examine the Reaction Principle, telecommunicator priorities, professional caller interaction, intelligence gathering, and the emergency communication dispatch process. The module emphasizes obtaining essential information, protecting callers and responders, and using established call-handling principles to manage difficult or crisis-related calls.

Module Objectives

Upon completion of this module, learners will be able to:

1. Describe the Reaction Principle and its role in law enforcement call handling.
2. Identify the telecommunicator's priorities when managing law enforcement calls.
3. Differentiate incident, location, and person intelligence and explain why each is important.
4. Apply the emergency communication dispatch process to a law enforcement call for service.
5. Demonstrate professional caller interaction using courtesy, confidence, and concern.

Content/Activities

- The Role of the Telecommunicator
- The Reaction Principle
- Law Enforcement Call Priorities
- Practice the “3Cs”: Courtesy, Confidence, and Concern
- Intelligence Gathering and Types of Intelligence
- Emergency Communication Dispatch Process
- Module Knowledge Checks

Module 2: The Role of the Telecommunicator on Law Enforcement Calls

This module develops the telecommunicator's investigative and situational-awareness skills. Learners use the Journalistic Investigative Approach to obtain critical information, beginning with the “where” and “what” of an incident. The module also addresses detailed location information, inverted visualization, complacency associated with repetitive calls, victim focus, caller safety, red flags, weapons, Pre-Arrival Instructions, and continuous communication with responders.

Module Objectives

Upon completion of this module, learners will be able to:

1. Use the Journalistic Investigative Approach to efficiently gather critical information from callers.
2. Explain why the “where” and “what” of a public safety incident must be established early in the call.
3. Apply call-handling techniques that improve situational awareness and prevent complacency.
4. Maintain a victim-focused approach while protecting the caller from additional danger.
5. Provide appropriate Pre-Arrival Instructions and relay changing scene information to responders.

Content/Activities

- The Journalistic Investigative Approach: 5Ws, How, Weapons, Hazards, and Injuries
- Focus on the “Where” and the “What” and the “Where Within the Where”
- Inverted Visualization
- The 300 Call Syndrome and Taking Every Call Seriously
- Victim Focus, Safe Environment, and Red Flags
- Balcony Approach and Weapons Information
- Pre-Arrival Instructions and Situational Awareness
- Module Knowledge Checks

Module 3: Crisis Management and the Importance of Active Listening

This module examines how emotional crisis affects a caller's ability to think and respond rationally. Learners explore crisis intervention, the importance of buying time, and the use of active listening to build trust, gather intelligence, manage a caller's emotional state, and promote a safer outcome. The module introduces seven active listening skills and provides call examples for applying them.

Module Objectives

Upon completion of this module, learners will be able to:

1. Describe the state of mind and behavior of a caller experiencing a crisis.
2. Explain the purpose of crisis intervention and the importance of buying time.
3. Describe the benefits of active listening for the caller, telecommunicator, and responders.
4. Identify and apply the seven active listening skills during law enforcement calls.
5. Use active listening to build rapport, gather information, and help return a caller to a more functional emotional state.

Content/Activities

- Crisis States and the Purpose of Crisis Intervention
- Importance of Buying Time
- Active Listening and Benefits for Telecommunicators
- Emotional Labeling and Paraphrasing
- Reflecting/Mirroring and Call Example
- Effective Pauses and Minimal Encouragers
- “I” Messages and Open-Ended Questions
- Active Listening Call Exercises, Debriefs, and FBI Application

Module 4: Common Law Enforcement Emergencies

This module examines commonly reported law enforcement calls involving robbery, burglary, and larceny-theft. Learners distinguish violent and property crimes, gather incident-specific intelligence, establish timelines, protect callers, support crime-scene and evidence preservation, and communicate critical information to responding officers.

Module Objectives

Upon completion of this module, learners will be able to:

1. Identify the characteristics of robbery, burglary, and larceny-theft.
2. Differentiate violent crimes from property crimes addressed in the module.
3. Gather incident-specific intelligence necessary for common law enforcement calls.
4. Establish a timeline to assist in determining response priority and suspect status.
5. Provide caller instructions that support personal safety and the preservation of evidence.

Content/Activities

- Common Law Enforcement Calls and Response Priorities
- Violent vs. Property Crime
- Robbery and Types of Robbery
- Robbery Target Locations and Intelligence Gathering
- Burglary and Burglary Intelligence Gathering
- Larceny-Theft and Associated Call Information
- Crime-Scene and Evidence Preservation
- Module Knowledge Checks

Module 5: Stalking

This module examines stalking behavior, relationships between stalkers and victims, and motives that may underlie stalking incidents. Learners consider how stalking behaviors can escalate, how technology may be used to monitor or harass a victim, and why telecommunicators must take reported concerns seriously while gathering information that supports an appropriate law enforcement response.

Module Objectives

Upon completion of this module, learners will be able to:

1. Describe stalking and identify behaviors associated with stalking incidents.
2. Categorize stalkers according to their relationship with the victim and underlying motive.
3. Differentiate common motives for stalking.
4. Identify actions and warning behaviors that may create fear or indicate escalation.
5. Gather and communicate relevant information while taking a stalking victim's concerns seriously.

Content/Activities

- Stalking Overview and Statistics
- Categorizing Stalkers
- Motives for Stalking
- Relationship Between the Stalker and Victim
- Key Points About Stalking
- Actions a Stalker Might Take
- Technology-Related Monitoring and Harassment
- Module Knowledge Checks

Module 6: Domestic Violence Incidents

This module addresses domestic violence as a pattern of abusive behavior involving power and control within intimate and family relationships. Learners examine the cycle of violence, forms of abuse, parties involved in domestic incidents, information responders require, circumstances that may require mandatory arrest, and Pre-Arrival Instructions designed to protect callers reporting domestic violence.

Module Objectives

Upon completion of this module, learners will be able to:

1. Identify different forms of domestic violence and abusive behavior.
2. Describe the parties who may be involved in domestic violence incidents.
3. Explain the cycle of violence and its recurring stages.
4. Gather the information law enforcement needs to safely respond to a domestic violence incident.
5. Identify appropriate Pre-Arrival Instructions and relevant mandatory-arrest considerations.

Content/Activities

- What Is Domestic Violence?
- Domestic Violence Statistics
- The Cycle of Violence
- Tension Building, Incident of Abuse, and Reconciliation
- Forms of Abuse, Including Emotional and Technological Abuse
- Parties Involved and Intelligence Gathering
- Mandatory Arrest and Pre-Arrival Instructions
- Module Knowledge Checks

Module 7: Managing Suicidal Callers

This module prepares telecommunicators to manage calls involving individuals who are suicidal or contemplating suicide. Learners examine suicide-related statistics, characteristics and warning signs of suicidal callers, risk factors, and the importance of directly assessing suicidal intent. Emphasis is placed on establishing rapport, using active listening, buying time, gathering critical safety information, and helping the caller return to a more functional emotional level.

Module Objectives

Upon completion of this module, learners will be able to:

1. Recognize characteristics and warning indicators associated with suicidal callers.
2. Explain the importance of directly assessing thoughts or intent related to suicide.
3. Gather critical information about the caller, location, means, and immediate level of danger.
4. Apply active listening and crisis-intervention skills to establish rapport and buy time.
5. Support responder safety while maintaining communication with a suicidal caller.

Content/Activities

- Suicide and Law Enforcement Dispatch
- Suicide Statistics
- Characteristics of a Suicidal Caller
- Indicators and Assessment of Suicide Risk
- Establishing Rapport and Buying Time
- Active Listening with Suicidal Callers
- Intelligence Gathering and Responder Safety
- Module Knowledge Checks

Module 8: Your Role in Hostage Situations

This module examines the telecommunicator's responsibilities during hostage incidents. Learners consider motives for hostage taking, principles of negotiation, information gathering, communication practices that support peaceful resolution, Stockholm Syndrome, and indicators that negotiations are progressing effectively.

Module Objectives

Upon completion of this module, learners will be able to:

1. Identify common motives associated with hostage-taking incidents.
2. Explain the telecommunicator's role during the early stages of a hostage incident.
3. Apply communication and negotiation principles that support de-escalation and information gathering.
4. Describe Stockholm Syndrome and its potential effect on hostages and hostage takers.
5. Recognize indicators that a hostage negotiation may be progressing toward a safer resolution.

Content/Activities

- Introduction to Hostage Situations
- Motives for Hostage Taking
- Negotiating a Hostage Incident
- Communication and Crisis-Management Considerations
- Stockholm Syndrome
- Promoting a Bond That May Reduce Violence
- Managing the Incident, Information Gathering, and Signs of Progress
- Module Knowledge Checks

Module 9: Recognizing and Managing Critical Incident Stress

This module examines the emotional impact that unexpected and traumatic critical incidents can have on public safety telecommunicators. Learners identify signs and symptoms of critical incident stress, review Critical Incident Stress Debriefing, examine phases of the debriefing process, and consider principles of trauma-related stress and recovery.

Module Objectives

Upon completion of this module, learners will be able to:

1. Explain critical incident stress and its potential impact on public safety telecommunicators.
2. Identify signs and symptoms associated with critical incident stress.
3. Describe the purpose of Critical Incident Stress Debriefing.
4. Identify the phases used during a critical incident stress debriefing.
5. Explain key principles associated with trauma-related stress and healthy recovery.

Content/Activities

- Critical Incidents and Their Emotional Impact
- Signs and Symptoms of Critical Incident Stress
- Recognizing and Managing Stress Reactions
- Critical Incident Stress Debriefing
- Phases of Debriefing
- Teaching Phase
- Principles of Trauma-Related Stress
- Module Knowledge Checks

Final Course Assessment

Final Quiz

The course concludes its instructional sequence with a Final Quiz assessing the learner's understanding and application of concepts presented throughout the Law Enforcement Dispatch Certification program.

Assessment Coverage

- Fundamentals of Law Enforcement Call Handling
- Telecommunicator Roles and Responsibilities
- Crisis Management and Active Listening
- Common Law Enforcement Emergencies
- Stalking and Domestic Violence
- Suicidal Caller Management
- Hostage Situations
- Critical Incident Stress

Course Completion Criteria

To successfully complete this course and earn a certificate and continuing education hours, learners must achieve a minimum score of 75%. The quiz must be completed within 60 minutes.

- CE hours awarded: 2
- Certificate duration: 12 Months

Technical Requirements

- Desktop, laptop, or mobile device
- Speakers or headphones
- High-speed Internet access
- A current web browse