

Foundations of Call Handling

The Foundations of Call Handling course introduces PowerPhone's principles of effective emergency communication and is the first component of the Total Response Certification process in Law Enforcement, Fire Service and/or Emergency Medical Dispatch. This course is designed to build your knowledge and validate your understanding of the Total Response Call Taking Formula. The information serves as the building block to your success as a highly-trained telecommunicator and as the foundation for all of PowerPhone's protocol-based certifications.

Goals

Upon completion of this course, the student will be able to demonstrate the following skills.

1. Recall and paraphrase the issues of legality with respect to agency and personal liability and describe how to minimize those liabilities.
2. Recognize and demonstrate effective communication in call handling using demonstrated PowerPhone principles.
3. Define and discuss the Total Response System as a generic, logical process of structured information gathering and framework for obtaining and relaying consistent, accurate, and actionable information on every call for service.
4. Demonstrate and apply PowerPhone's Journalistic Investigative Approach of information gathering to call handling procedures.
5. Recognize the signs and consequences of stress and discuss methods to help alleviate or reduce stress.

Overview

- Module 1 Introduction
- Module 2 Legal Issues
- Module 3 Effective Communication
- Module 4 Information Gathering
- Module 5 Protocol Orientation
- Module 6 Critical Incident Stress
- Final Quiz

Audience / Skill Level

This course is a requirement for all telecommunicators who need to be certified in Fire Service Dispatch, Emergency Medical Dispatch and Law Enforcement Dispatch and is highly recommended for all users of Total Response. Students should have familiarity with a protocol-based emergency dispatch system. No outside resources are necessary as all content is contained within the course.

Requirements

This self-paced, online course is part of an ongoing effort by PowerPhone to provide timely and essential learning to telecommunicators on procedures important to the PSAP community. After completing all sections of this course, you will need to score a minimum of 75% on the final quiz before you can certify in EMD, FSD or LED.

- Desktop, laptop or mobile device
- Speakers / Headphones
- High-speed Internet access
- Internet Browser (Google Chrome preferred)
- Adobe Reader (some courses may contain a PDF document)