Foundations of Call Handling

Welcome to the Foundations of Call Handling. This course describes the role of the telecommunicator in an emergency response. It explains PowerPhone's structured call handling approach and how it helps to effectively communicate with callers. It explores the liability risks to Public Safety Answering Points (PSAP) and individual telecommunicators and discusses strategies to limit exposure to liability. It also discusses the types of stress telecommunicators can experience and provides techniques that can help manage work-related stress.

Goals

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

1. Describe the responsibilities of a telecommunicator.
2. Define and discuss the Total Response System as a logical process of structured information gathering and framework for obtaining and relaying consistent, accurate and actionable information on every call for service.
3. Apply PowerPhone's Journalist Investigative Approach to call handling.
4. Recognize and demonstrate effective communication in call handling using PowerPhone principles.
5. Take an active role to minimize liability at the individual and agency level.
6. Recognize the signs of situational stress and take action to manage it.

Overview

- Introduction
- Module 1   Information Gathering
- Module 2   Introduction to Protocols
- Module 3   Effective Communication
- Module 4   Expanding Your Call Handling Toolkit
- Module 5   Reducing Liability Risk
- Module 6   Responding to Workplace 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)