



# Oklahoma Chapter of the Association of Public Safety Communications Officials International

## **FREE** **Dispatch Training**

The Oklahoma Chapter of APCO is conducting training for Communications Officers. This training is **FREE** of charge. The class will be instructed by APCO members from around the state.

~~January 21, 2010 0930-1500 Woodward, Ok~~  
~~April 15, 2010 0930-1500 Lawton, Ok~~  
~~July 15, 2010 0930-1500 Ada, Ok~~  
2010 Oklahoma Public Safety Conference

Register for the last class at [www.okpsc.org](http://www.okpsc.org)

Seating is limited so register early!!!!

## **BASIC CALL TAKING**

### Topics:

- What is call processing?
- What are the basic Call Processing Techniques?
- What is the basic format to be used for physical descriptions?
- What basic format is used for clothing descriptions?
- What does the acronym C-Y-M-B-A-L-S stand for?
- How to speak to callers who have lost control during an emergency?
- What is persistent repetition?
- How to deal with challenging callers.