

## About the course:

### “Dispatcher In-Service Seminar”

The purpose of this two (2) day seminar is to provide dispatchers with advanced technical, human relations and operational training to more effectively and efficiently perform their duties. The dispatcher is the “vital link” providing communication and support to the



“The dispatcher is the vital link . . .”

patrol officer on the street. All of our dispatchers must be professionally trained to handle complicated and diverse duties with emphasis upon maintaining constant awareness of and communication with patrol officers on duty. Dispatchers must be capable of performing multiple tasks and being able to prioritize each task based upon their importance and urgency. A well trained, professional dispatcher can contribute greatly to the overall safety and security of law enforcement officers and the efficient operation of the communication center.

## About the Topics:

- Use of LEADS/NCIC
- Telephone and Radio Etiquette
- Note Taking
- Multi-Tasking
- Voice Stress
- Human Relations/Conflict Management
- Crisis Management
- Stress Management
- Media Relations



## . . . About the instructors . . .



**Ms. LISA RICHMOND** is a former dispatcher with the Ohio State Highway patrol who has practical experience performing numerous dispatcher related duties for many years. Currently, Lisa is the LEADS auditor for the State of Ohio and travels around the state conducting LEADS audits and providing training in the use of the LEADS/NCIC communication systems. Lisa has instructed extensively at various locations throughout the State of Ohio on dispatcher duties and responsibilities.

**Ms. TANYA SIRL:** Ms Sirl is a law enforcement officer employed by the Parma Heights Police Department for the past 4 years. She also has 8 years experience as a dispatcher with the Parma Heights and Strongsville Police Departments. She is a

certified communications training officer and has attended numerous dispatcher related training courses in her career.

**Ms. MICHELLE HUDAK:** Ms. Hudak is a dispatcher assigned to the Parma Heights Police Department for the past 15 years. She has attended over 25 dispatcher related training courses in her career to include the APCO Telecommunications instructor program and the OPOTA 5 day dispatcher training course.



**WILLIAM D. HEALY** was a career law enforcement officer for the past 29 years. For the past 24 years Mr. Healy had been a member of the Ohio State Highway Patrol and was the Commander of

the Highway Patrol's Traffic Drug Interdiction Team (TDIT) a program out of Columbus, Ohio. He also served as a Lieutenant in charge of Highway Patrol training programs at the Ohio State Highway Patrol Academy. Mr. Healy has a Bachelor's Degree from Ohio University and a Master's Degree from Central Michigan University in General Administration. Mr. Healy is a graduate of the Southern Police Institute, the Northwestern University Traffic Institute (NUTI), the International Association of Chiefs of Police (IACP), the Drug Enforcement Administration and the Drug Interdiction Assistance Program. Mr. Healy currently serves as the Director of Training for Northcoast Polytechnic Institute .

**REGISTRATION INFORMATION**

Name \_\_\_\_\_

Agency \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Zip \_\_\_\_\_ Phone \_\_\_\_\_

FAX \_\_\_\_\_ e-mail \_\_\_\_\_

**Registration Fee:  
\$200.00**

Training Site

Westlake Porter Public Library  
27333 Center Ridge Road  
Westlake, Ohio



**4 WAYS TO REGISTER:**

On Line: [www.ncpi-ohio.com](http://www.ncpi-ohio.com)

Mail: Northcoast Polytechnic Institute  
Attn: William D. Healy, Director  
6688 Steinbeck Court  
North Ridgeville, Ohio 44039

Phone (440) 353-0796

e-mail: [Info@ncpi-ohio.com](mailto:Info@ncpi-ohio.com)

Fax: (440) 353-0797

*Mr. Healy will confirm all registrations*

FOR OFFICE USE ONLY

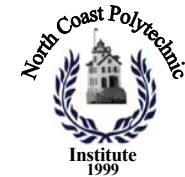
School No. \_\_\_\_\_ School : 2 Day Dispatcher  
Inservice

Westlake PD

Dec 9-10, 2010

*For further training check:  
WEB: [www.ncpi-ohio.com](http://www.ncpi-ohio.com)*

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[www.ncpi-ohio.com](http://www.ncpi-ohio.com)



presents

**2-Day  
DISPATCHER  
INSERVICE**



HOSTED  
BY

**WESTLAKE  
POLICE DEPARTMENT**

**Thursday - Friday  
December 9-10,  
2010**

**8:00 AM - 4:30 PM  
each day**