

## About the course:

## “Dispatcher In-Service Seminar”



“The dispatcher is the vital link . . .”

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 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
- Dispatcher Call Taking - Handling Difficult Callers
  - Human Relations/Conflict Management
    - Stress & Crisis Management
    - Civil Liability & Legal Issues
    - Media Relations



## About the instructors



### **Lisa Richmond: Ms. Lisa Richmond**

is a former dispatcher with the Madison County SO and the Ohio State Highway Patrol who has practical experience performing numerous dispatcher related duties for many years. Currently, Lisa is a 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.

**Darlene F. Dowell** – Ms. Dowell is a veteran dispatcher who has served as a dispatcher at the Lorain Police Department for the past twenty-two (22) years. She is also the Lorain PD’s Technical Agency Coordinator (TAC). Ms. Dowell has a Bachelor’s degree from Cleveland State University and a Master’s degree in Criminal Justice Administration from Tiffin University. She has also served as a dispatcher training officer with the Lorain PD on many occasions.

**William D. Healy** – Mr. Healy was a career law enforcement officer for over 29 years. For over 24 years, Mr. Healy had been a member of the Ohio State Highway Patrol prior to his retirement in 1999. During his OSHP career, he served as a Lieutenant assigned to the Ohio State Highway Patrol Training Academy and as the Commander of the Highway Patrol’s Traffic Drug Interdiction Team. Mr. Healy has a Bachelor’s Degree from Ohio University and a Master’s Degree from Central Michigan University in General Administration. He currently serves as the Director of Training for the North Coast Polytechnic Institute in North Ridgeville, Ohio.

REGISTRATION INFORMATION

Name \_\_\_\_\_

Agency \_\_\_\_\_

Address \_\_\_\_\_

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

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

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

**Registration Fee:  
\$200.00**

Training Site  
Westlake Recreation Center  
28955 Hilliard Blvd.  
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)

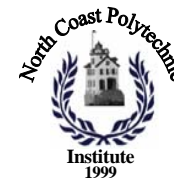
Fax: (440) 353-0797

*Mr. Healy will confirm all registrations*

FOR OFFICE USE ONLY	
School No. _____	School : 2 Day Dispatcher Inservice
Westlake PD	Nov-Dec1, 2017

*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  
November 30 –  
December 1, 2017**

**8:00 AM – 4:30 PM  
each day**

