

**2023 Dispatcher/Telecommunicator Continuing Education
Listing as of December 16, 2022
January – December 2023 Courses**

To request enrollment in any of the below courses please email Becky Murphy directly at:

cmpareg@stlouiscountymo.gov

Please format your request as follows:

Name / POST ID # (if commissioned in MO) /Agency/Course Requested and Date

**Please be advised the following listing of courses are for
Dispatcher/Telecommunicator Training.**

**Dispatchers/Telecommunicators can also register for courses listed
under “2023 Continuing Education Courses”.**



16 Hour Initial Telecommunicator Training

This 16-hour program will meet the requirements mandated by the State of Missouri to the agencies that provide police dispatch only and seeking to certify newly hired dispatchers. Multiple instructors.

January 24 – 25 March 22 - 23 July 18 – 19 October 24 – 25, 2023

8:00 a.m. – 5:00 p.m.

St. Louis County & Municipal Police Academy

Commissioned and Non-Commissioned Personnel

\$250 per seat for Non-Tuition Paying Department

Communications Training Officer (CTO) Program

This 24-hour course is designed to prepared Law Enforcement and Fire Service dispatchers for assignment as a training officer. Instructor Jamie Hudson, IXII Training.

August 9 – 11, 2023

8:00 a.m. – 5:00 p.m.

St. Louis County & Municipal Police Academy

Commissioned and Non-Commissioned Personnel

\$375 per seat for Non-Tuition Paying Department

40 Hour Initial Telecommunicator Training

This program will meet the requirements mandated by the State of Missouri to meet the requirements to the agencies that provide dispatching for more than one emergency service. The instructors for this course will be experienced dispatchers from the St. Louis County Police Department and Municipal Departments, Fire Department dispatchers and other guest instructors.

October 16 – 20, 2023

8:00 a.m. – 5:00 p.m.

St. Louis County & Municipal Police Academy

Commissioned and Non-Commissioned Personnel

\$500 per seat for Non-Tuition Paying Department

Call Taking Techniques for Dispatchers

This course will provide the student with effective interpersonal communication techniques, information gathering, call processing procedures and specific calming techniques.

September 27, 2023

8:00 a.m. – 5:00 p.m.

St. Louis County & Municipal Police Academy

Commissioned and Non-Commissioned Personnel

\$175 per seat for Non-Tuition Paying Department

Police Dispatching Techniques

This course will provide the student with the knowledge and skills too safely and accurately process emergency and non-emergency calls for service.

September 26, 2023

8:00 a.m. – 5:00 p.m.

St. Louis County & Municipal Police Academy

Commissioned and Non-Commissioned Personnel

\$175 per seat for Non-Tuition Paying Department

Crisis Intervention Team (CIT) Training for Telecommunicators/Dispatchers

- The knowledge and skill to identify signs and symptoms of mental illness
- The skills to assess and manage an individual's risk for suicide
- How to effectively communicate strategies when handling suicidal calls
- Develop a better understanding of the police officer's role, examine officer safety and tactical considerations to improve the effectiveness of field contacts with consumers.
- An understanding of the importance of self-care in identifying signs and symptoms of Post-Traumatic Stress Disorder (PTSD).

Instructor CIT Coordinator, Sergeant Patrick Hokamp.

May 18 – 19, 2023

8:00 a.m. – 5:00 p.m.

St. Louis County & Municipal Police Academy

October 19 – 20, 2023

4:00 p.m. – 12:00 midnight

Woodson Terrace Community Center

4301 Calvert

St. Louis, MO 63134

Telecommunicators/Dispatchers

NO COST TRAINING

Veterans Crisis Intervention Team (CIT) Training

This twenty-four-hour training program is designed to provide officers an understanding of the veteran experience while also equipping them with tools and techniques to de-escalate potentially volatile situations, resulting in positive outcomes between law enforcement and veterans in crisis situations.

October 25 – 27, 2023

8:00 a.m. – 5:00 p.m.

Jefferson County Law Enforcement Academy

Veterans

NO COST TRAINING