



**BEN CLARK TRAINING CENTER**  
 RIVERSIDE COUNTY SHERIFF'S DEPARTMENT  
 16791 DAVIS AVENUE - SUITE A, RIVERSIDE, CA 92518  
 (951) 486-2800



| <b>COURSE TITLE:</b>                  | <b>DISPATCHER/CRISIS NEGOTIATIONS</b>   |            |         |     |       |            |  |            |         |            |  |            |         |
|---------------------------------------|---|------------|---------|-----|-------|------------|--|------------|---------|------------|--|------------|---------|
| <b>OVERVIEW:</b>                      | <p>This course is designed to provide the student with a better understanding of identifying a crisis negotiation situation, as well as the understanding of the principles of crisis negotiation.</p> <p>The student will receive information on the various roles and responsibilities of a dispatcher, responding field units and the crisis negotiations team. The course will discuss several techniques on how to combat stress during and after a crisis negotiation incident. The course will cover the importance of participating in a critical incident debriefing.</p>  |            |         |     |       |            |  |            |         |            |  |            |         |
| <b>PREREQUISITE:</b>                  | Must be currently employed by a law enforcement or public safety agency and have completed a Basic Public Safety Dispatcher course (ADJ-D1A) or equivalent.   |            |         |     |       |            |  |            |         |            |  |            |         |
| <b>ADDITIONAL COURSE INFORMATION:</b> | N/A   |            |         |     |       |            |  |            |         |            |  |            |         |
| <b>DATE(S):</b>                       | <table border="1"> <thead> <tr> <th>START:</th> <th>TO</th> <th>END</th> <th>COST:</th> </tr> </thead> <tbody> <tr> <td>04/07/2021</td> <td></td> <td>04/07/2021</td> <td>\$62.00</td> </tr> <tr> <td>10/13/2021</td> <td></td> <td>10/13/2021</td> <td>\$62.00</td> </tr> </tbody> </table>  | START:     | TO      | END | COST: | 04/07/2021 |  | 04/07/2021 | \$62.00 | 10/13/2021 |  | 10/13/2021 | \$62.00 |
| START:                                | TO  | END        | COST:   |     |       |            |  |            |         |            |  |            |         |
| 04/07/2021                            |   | 04/07/2021 | \$62.00 |     |       |            |  |            |         |            |  |            |         |
| 10/13/2021                            |   | 10/13/2021 | \$62.00 |     |       |            |  |            |         |            |  |            |         |
| <b>DAYS:</b>                          | MONDAY - FRIDAY   |            |         |     |       |            |  |            |         |            |  |            |         |
| <b>TIMES:</b>                         | 0800-1700 HOURS   |            |         |     |       |            |  |            |         |            |  |            |         |
| <b>LOCATION:</b>                      | Ben Clark Public Safety Training Center<br>Modular Classrooms<br>20848 11 <sup>th</sup> St., Riverside, CA 92518<br><a href="#">Click to receive notifications when classes are updated</a>   |            |         |     |       |            |  |            |         |            |  |            |         |
| <b>CERTIFICATION:</b>                 | POST Plan IV.   |            |         |     |       |            |  |            |         |            |  |            |         |
| <b>POST #</b>                         | 2200-30875  |            |         |     |       |            |  |            |         |            |  |            |         |
| <b>COURSE HOURS:</b>                  | 8   |            |         |     |       |            |  |            |         |            |  |            |         |
| <b>INSTRUCTORS:</b>                   | All instructors are experienced in their fields and are POST-certified.   |            |         |     |       |            |  |            |         |            |  |            |         |
| <b>ENROLLMENT:</b>                    | Register online: <a href="http://www.regionaltrainingprogram.org">www.regionaltrainingprogram.org</a> <ul style="list-style-type: none"> <li>▪ Create a "Site Login &amp; Registration" (initial set up only), for enrollment access.</li> <li>▪ After providing the standard registration information and successful submission, a verification email will be sent from the site to the email address provided.</li> <li>▪ Click on the link provided in the email to activate the RTP user account.</li> <li>▪ Log into the RTP site with selected username &amp; password. Click on the title of the training event, fill out the course registration form and submit.</li> <li>▪ If the form has been correctly submitted, registrant will receive an auto response confirmation to their email address.</li> </ul> <p>* Registrants have sole responsibility to communicate event information to their agency supervisors/liasons.</p> <p>* Agency/Organization photo ID required at check-in.</p> |            |         |     |       |            |  |            |         |            |  |            |         |



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|--|---|
| <b>COST BREAKDOWN &amp; CANCELLATION FEES:</b> | N/A   |
| <b>PAYMENT OPTIONS:</b>                        | <p><b>We are now accepting online credit card payments. To submit a payment online please <a href="#">click here</a>. Make sure you have your invoice number on hand, you can find your invoice number on your event confirmation email.</b></p> <p><i>Please note: Tuition is due 10 days prior to the start of the class, if payment is not received on time you will be dropped from this course.</i></p> <p><b>If you were unable to submit credit card payment, please mail Check or Money Order Payable to:</b></p> <p>Riverside County Sheriff/Ben Clark Training Center<br/>       Attn: BCTC Course Fees<br/>       Accounting &amp; Finance<br/>       16791 Davis Ave., Riverside, CA 92518</p> <p><b>For any other questions regarding course payment, you may contact us at:</b><br/> <a href="mailto:bctccoursefees@riversidesheriff.org">bctccoursefees@riversidesheriff.org</a></p> |
| <b>CANCELLATION:</b>                           | <p><b>To cancel a registration please contact the course coordinator.</b></p> <p>Students must cancel no later than 10 days prior to the class. Cancellation made less than 10 days before the first day of class will result in loss of tuition.</p>   |
| <b>COORDINATOR:</b>                            | <b>SHERIFF'S COMMUNICATIONS SUPERVISOR FELICIA BOWENS</b>   |
| <b>EMAIL:</b>                                  | <a href="mailto:CTCDISPATCH@RIVERSIDESHERIFF.ORG">CTCDISPATCH@RIVERSIDESHERIFF.ORG</a>  |
| <b>CONTACT PHONE:</b>                          | 951-486-2806  |
| <b>LODGING:</b>                                | Reservations for lodging must be arranged by the students or by their agencies. Low cost, dormitory-style lodging is available on site. For information on lodging, please call 951-486-2802.   |
| <b>DRESS CODE WILL BE ENFORCED:</b>            | Students must wear department-issued uniform or casual business attire. No shorts, ripped, faded or inappropriate jeans, flip-flops, or T-shirts.   |
| <b>SPECIAL INSTRUCTIONS:</b>                   | N/A   |