

# SAN BERNARDINO COUNTY SHERIFF'S DEPARTMENT

## DISPATCHER/ GATEKEEPERS: COMPLACENCY & CRITICAL DECISION-MAKING



[Click for AOT Calendar](#)

Advanced Officer Training  
"Beyond the Basic"

**Course Fee: \$**

**SBCSD: Fee Waived**

**Payment Options:**

Major Credit Cards  
accepted in person or by  
phone

Agency check, cashier's  
check, or money order  
payable to S.B.S.D.

No personal checks or  
cash accepted

**Mail check to:**

PO Box 9037, San  
Bernardino, CA 92427

- POST CCN:
- 2330-31021-
- POST Plan: IV

**FEBRUARY 08, 2020**  
**0800-1700 HOURS**

### LEARNING TOPICS:

- Dispatch Culture
- The God Complex
- Tools to combat complacency
- Critical Decision Making

### COURSE DESCRIPTION:

*This course covers the behind the scenes issues encountered within all public safety dispatch centers. The risk of complacency, poor team work and professional decision making are all discussed. Each student works through a personal accountability assessment to avoid the pitfall of poor attitude, performance, or poorly made choices. This course is designed to identify the traits of complacency and the negative impact it has in communications centers.*

Course Location: **Hesperia Police Department-Community Room**  
**15840 Smoke Tree Street, Hesperia, CA 92345**

- **Must be currently employed by a law enforcement agency**
- **Present appropriate ID upon arrival**
- **Dates and location are subject to change**
- **Casual business attire strictly enforced. No shorts, T-shirts, tanks, jeans, sandals, etc.**

To register contact Janet Gice: (909) 473-2695 / [aotregistration@sbcasd.org](mailto:aotregistration@sbcasd.org)