

SAN BERNARDINO COUNTY SHERIFF'S DEPARTMENT

FRANK BLAND REGIONAL TRAINING CENTER

18901 Institution Road, San Bernardino, CA 92407

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: 2330-31021-19-001
- POST Plan: IV

SEPTEMBER 24, 2019
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: San Bernardino County Sheriff's Advanced Officer Training
18901 Institution Rd. Devore, CA 92427

- **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