

EMERGENCY COMMUNICATIONS

CUSTOMER SERVICE

...serving more than just the public!



POST Credited Course

COURSE LOCATIONS

POST FALLS PD

Community Service Training Rm

1717 E. Polston Ave

August 12: 1300-1700

August 13: 0800-1200

MOSCOW FD STN # 3

229 Pintail Ln, Moscow

August 14: 1300-1700

August 15: 0800-1200

NAMPA PD

Brisbin Training Rm, 2nd Floor

820 2nd Street S, Nampa

September 8: 1300-1700

September 9: 0800-1200

TWIN FALLS CITY HALL

321 2ND Ave East, Twin Falls

September 10: 1300-1700

September 11: 0800-1200

BINGHAM CSO

501 N. Maple, Blackfoot

September 16: 1300-1700

September 17: 0800-1200

TOPICS

- Essential Communications Skills
 - Elements of Professionalism
 - Ensuring High Standards
 - Who is the Dispatcher's Customer
- What are the Customer's Expectations & Needs
 - Excellent Vs. Poor Customer Service
 - How Call-Taker's Effect the Responders
 - Our Personalities & the Role they Play
 - Individual Attitudes
 - Office Gossip & Drama

Register @ <https://www.idahoprepares.com>

Contact Erin Hidalgo at 208-785-1234

ehidalgo@co.bingham.id.us if you have questions

INSTRUCTOR

DeLisa Orren

DeLisa has served as a Communications Officer for the Idaho State Police since 1998. She has been a Supervisor since 2009 and has been an Ad Hoc member of the PSAP Standards & Training Committee since 2012.