



# Crisis Intervention Training (CIT) for Dispatchers

## TRAINING GOALS AND IMPACT OF CIT

Dispatchers are often the first people in contact with an individual with a mental health crisis or someone trying to help. Dispatcher-focused CIT training offers specific background, mental health information, and de-escalation techniques that better equip the dispatcher to handle the initial contact to help the first responders and callers attain the desired outcome.

## IN THIS 16 HOUR, 2 DAY TRAINING:

- Enhance de-escalation and tactical communication skills
- Identify how to work with individuals and family members experiencing mental health crises
- Assess for risk of suicide or harm
- Gain knowledge on mental health conditions and local

8 Continuing Education Credits will be provided and have been approved by STC (Standards and Training for Corrections). This training can be found on the STC Catalog of Courses, Certification # 06257904

## WHO IS THIS TRAINING FOR?

- Anyone working with youth ages 12-25 including:
  - Police Dispatchers
  - Emergency Services Dispatchers
  - Telecommunicators
- Crisis Intervention Trained professionals looking to expand their knowledge surrounding mental health

## CONTACT US

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