



21 CLETS, LLC  
- Creating realistic and relevant training -



# Communications CIT: Dealing with Crisis

This 16 hour course is designed to train public safety dispatchers to handle crisis situations involving people of all ages with serious mental illnesses. Topics include overview of mental illnesses, excited delirium, problem-solving philosophy and intervention strategies, stress management and resiliency, and role-playing scenarios. You will learn from Dispatchers the importance of identifying major types of mental illness, excited delirium, and potential suicides before an incident occurs as the First Responders for critical incidents.

We provide the basic framework to build from, resources, and ideas for you and your organization to help prepare you before an incident occurs. You will better understand the best use of De-Escalation and responses during a crisis event. You will also participate in role-playing scenarios, identifying responses that can contribute to a successful resolution.

**Instructors:**  
Debbie Konstantakos  
Vera Garrad  
Cassie Sexton

**Thursday and Friday**  
**September 10-11, 2024**  
**0800-1700 Hours**

POST # 1382-30888-24-001

Registration: \$250.00

Go to **www.21clets.com** and register online today!

