



The Public Safety Group

Cultural Diversity, 3rd Edition – Ripped from the Headlines

More civil unrest has occurred in the past few years than occurred in the previous 40 years. With this backdrop, police officers have been the target of assassinations. This class will address your role in community-oriented policing, cultural diversity, de-escalation techniques and responder targeting. There is no other class on the market that addresses these issues in one comprehensive course.

PREREQUISITES:

Public Safety Communications Experience

BENEFITS OF TAKING THIS COURSE:

After taking this course, you will be able to:

- Know your role in community policing.
- Develop techniques to respond to callers in crisis.
- Learn about hidden bias and its impact on call taking.
- Learn more about responder safety.
- Learn lessons from others who have experienced civil unrest.

WHAT YOU'LL RECEIVE:

- The ability to interact with your peers – discover common problems – find out what's working for them – share information and materials – build a support network of friends in 'like' positions.
- One-on-one mentoring - feedback and assistance from your instructor as you learn how to better handle calls.
- Certificate of Completion from the **Public Safety Group** awarding **8 training hours** upon successful completion of the course.

COURSE OUTLINE:

Week 1: Introduction to Community Policing and Cultural Awareness

Community Policing
Expectations of Customers
Cultural Competency
Our History of Discrimination
Biases and Behavior
How Does This Relate to Telecommunicators?

Week 2: Crisis Intervention

Extremism in the United States
Crisis State of Mind
Crisis Intervention and Behavior Change
Active Listening Skills

Week 3: Responder Safety and Civil Unrest

Violence Today

Responders as Targets

Ambush attacks

Case Studies

What Can Telecommunicators Do?

Course Wrap-Up and Final Exam

TUITION: THIS COURSE IS TAUGHT OVER 3 WEEKS VIA PEI-911 ONLINE.

\$270.00 – includes all course materials.

Register 4 or more students and receive a 10% discount!

2026 COURSE DATES:

February 23, 2026 – March 15, 2026

April 27, 2026 – May 17, 2026

June 29, 2026 – July 19, 2026

August 24, 2026 – September 13, 2026

October 5, 2026 – October 25, 2026