



Eastern Missouri Police Academy  
11 Meadows Circle Drive Suite 422  
Lake St. Louis, MO 63367

## **Crisis Intervention Training for Dispatchers**

**September 17-18, 2026**

**8:00 am – 5:00 pm**

*Business Casual Attire is Required*

Public safety dispatchers handle a large variety of calls. Calls involving mental illness are becoming more frequent and tele-communicators need to know how to effectively communicate with the consumers on the other end of the line.

**Some categories to be covered during the training include:**

1. The knowledge and skill to identify signs and symptoms of mental illness
2. The skills to assess and manage an individual's risk for suicide
3. How to effectively communicate strategies when handling suicidal calls
4. Develop a better understanding of the police officer's role; examine officer safety and tactical considerations to improve the effectiveness of field contacts with consumers
5. An understanding of the importance of self-care in identifying signs and symptoms of Post Traumatic Stress Disorder (PTSD)

Participants will receive 16 hours of training in the following  
categories: 16 hrs Interpersonal Perspectives  
Course is Free for Attendees

For additional information or to register, please contact:  
Training Director, Dan Biermann at (636) 614-4072 or e-mail  
[dbiermann@thepoliceacademy.org](mailto:dbiermann@thepoliceacademy.org)