



# CRISIS CALL TRAINING FOR EMERGENCY CALL CENTERS: TRAIN-THE-TRAINER

Specialized training for emergency call centers. Scenario-based. Suitable for emergency call centers worldwide.

## The Training

Crisis Call Training for Emergency Call Centers is an 8-hour course of instruction. The training prepares call-takers at emergency call centers worldwide (911, 999, 112, 113, 117, etc.) to:

- Identify a behavioral health-related call,
- Begin the de-escalation process,
- Triage the call to determine the most appropriate response,
- Complete a warm handoff to a crisis line service if appropriate, and
- Gather and provide information to responding officers if warranted.

Topics covered in Crisis Call Training for Emergency Call Centers include:

- The role of emergency call takers in a crisis response system,
- Signs of behavioral health disorders,
- Suicide assessment and intervention,
- Crisis intervention skills and strategies, and
- Call management.

**Scenario-based training using actual calls for service** allows the participants to practice the skills and strategies of crisis call management. Instructors provide feedback and promote group discussion.

## The Train-the-Trainer

Crisis Response Programs and Training offers a train-the-trainer of this Crisis Call Training for Emergency Call Centers. The train-the-trainer is a **16-hour course of instruction delivered virtually in 4-hour sessions** conducted over four consecutive days.

This train-the-trainer is open to individuals who are currently employed by an emergency communication center. Attendees who attend, participate, and pass this course will receive a certificate of completion and access to all training materials.

**Schedule Your  
Train-the-Trainer  
Today**



Contact us at [Training@CRPTinc.org](mailto:Training@CRPTinc.org) or visit [www.911CrisisCallTraining.com](http://www.911CrisisCallTraining.com) to learn more about train-the-trainer opportunities.

