

Parking off Briar Lane

Jan 13, 2010 • Kingston, RI

Hosted by: University of Rhode Island Police Dept.

Course #: 09-1139

Course Duration: 8 Hours

Price: \$209.00 per person

**Volume discounts available...
please call 1.800.537.6937.**

Fifty percent of emergency call-takers will face a suicide call during their careers. That's because many victims call 9-1-1 as a last resort. Are you prepared to guide a suicidal caller to safety?

This acclaimed program shows you how to think quickly, spot key warning signs, and act with confidence when you have a suicidal caller on the line. The knowledge you gain from this one-day workshop is the best weapon to have when lives are at stake.

Learn How To:

- Understand the psychological factors behind most suicides
- Interpret key warning signs from suicidal callers
- Handle the 6 different types of suicidal callers
- Deal with depressed, schizophrenic, and paranoid callers
- Respond to law enforcement suicides

Topics Covered Include:

- Social explanations
- Male vs. female suicide
- Adolescent and elderly suicide
- Sympathy vs. empathy
- Methods of intervention
- Listening barriers
- Mirroring techniques
- Critical incident stress debriefings
- Listening barriers
- Hostage negotiation techniques
- Responder safety
- Utilizing specialized resources

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