



Continuing Education

St. Louis County and Municipal Police Academy

◀ Program Announcement ▶

EMERGENCY BOSNIAN LANGUAGE FOR 9-1-1 CALL-TAKERS

Emergency Bosnian for 9-1-1 introduces 9-1-1 personnel to enough basic Bosnian Phrases to allow call-takers and/or dispatchers to obtain sufficient information from callers to dispatch appropriate emergency personnel to the correct address. Participants in the training class will spend approximately half of their time working on receptive Bosnian language skills – the ability to correctly judge what service or services a caller needs or is trying to request. This will be done through learning to recognize a series of “hot-button” words, whether said alone or within a stream of Bosnian phrases. The remaining half of the class will train the call-takers and/or dispatchers in the Bosnian phrases needed to calm the caller, verify their needs, address, and basic caller information. They will be taught communication strategies to maximize understanding between the caller and the dispatcher when they have minimal language in common either Bosnian or English. After training and through the use of practical exercises personnel should be able to ascertain some more detailed information about callers and their needs.

All of these objectives may be met by 9-1-1 personnel with no prior knowledge or experience in Bosnian.

The program will be presented by St. Louis County Police Officer Amir Mustic, who has 6 years of police experience in the United States.

Please bring classroom materials (pen/pencil and paper).

Session: One & Two

Date(s): May 28 - 29, 2009 and November 3 - 4, 2009

Time: 8:00 a.m. - 5:00 p.m.

Place: St. Louis County and Municipal Police Academy

1266 Sutter Avenue

Wellston, MO 63133-1934

WHO SHOULD ATTEND: Telecommunicators/Dispatchers - Interpersonal Perspectives and Technical Studies

ATTENDANCE IS LIMITED TO 25 PARTICIPANTS

To reserve your seat, please mail or fax your Continuing Education Registration Form to be received by 1 week prior to class start date. Reservations will be taken from non-tuition paying departments at a cost of \$75 per seat, and will be placed on standby. Standby seats will be notified if their reservation is accepted, depending upon seat availability. Non-tuition paying departments will be invoiced, whether or not the seat is used, after acceptance of standby notice.

PLEASE USE THE REGISTRATION FORM ON THE BACK



Continuing Education

St. Louis County and Municipal Police Academy

< Registration Form >

PROGRAM: EMERGENCY BOSNIAN LANGUAGE FOR 9-1-1 CALL-TAKERS - **Session:** One & Two

TRAINING DATE(S): May 28 - 29, 2009 and November 3 - 4, 2009

Please circle date or indicate date by registrant(s) name

TRAINING TIMES: 8:00 a.m. - 5:00 p.m.

TRAINING LOCATION: St. Louis County and Municipal Police Academy
1266 Sutter Avenue
Wellston, MO 63133-1934

INITIAL SEATS PER DEPT: Two - all others standby. Prioritize names on list below. (1) will be registered first, then (2), etc. Please use this form to register employees for the above listed program only. Return the form to arrive at the C.M.P.A. by 1 week prior to class start date. All forms must be submitted through the appropriate department training officer. No individual registrations will be accepted. Check your department procedures.

(PLEASE TYPE OR PRINT CLEARLY)

PRIORITY

1. NAME: _____ DSN: _____

RANK: _____ SSN: ____-____-____ ASSIGNMENT: _____

2. NAME: _____ DSN: _____

RANK: _____ SSN: ____-____-____ ASSIGNMENT: _____

3. NAME: _____ DSN: _____

RANK: _____ SSN: ____-____-____ ASSIGNMENT: _____

Authorized Training Registrar: _____
(must sign here)

Print or type Registrar's Name: _____ Title: _____

Department: _____ Phone: _____ - _____

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| Registrar | St. Louis County and Municipal Police Academy | By FAX: 314-863-2317 |
| Return: | By Mail: Continuing Education / Registration | Questions call: |
| | 1266 Sutter Avenue | 314-889-8600 |
| | Wellston, MO 63133-1934 | |