



# Domestic Violence Intervention™

Crisis Communications Training Program

Put abusers behind bars

Help victims of battery

Protect responding officers

## Reimbursement Available for Primary PSAPs

Jan 13, 2010 • Conway, AR

Hosted by: University of Central Arkansas

Call Paul Stricklin @ 501.375.9911 for pre-approval

Course #: 09-1091

Course Duration: 8 Hours

Price: \$209.00 per person

Volume discounts available...  
please call 1.800.537.6937.

## Features new coverage on courtroom testimony and other critical topics

*Make a difference on the next domestic violence call you handle.* PowerPhone has revised its best-selling *Domestic Violence Intervention™* workshop to give telecommunicators new tactics for handling these volatile and complex incidents.

You'll learn what questions to ask and what instructions to give when faced with different types of domestic violence calls. *Plus, you'll benefit from a brand-new look at courtroom testimony and how it might impact you as the first person to respond to a call for help.* Most important, you'll gain the confidence and skills you need to protect victims and responding officers.

### Topics Covered Include:

-  Role-playing exercises
-  Essentials of courtroom testimony
-  Defense tactics to discredit witnesses
- Public opinions of domestic violence
- Definition of domestic violence
- Characteristics of battered victims
- Abusive relationships
- Language barriers
- Stalking
- Cycle of violence
- Restraining orders
- Children and domestic violence
- Abandoned calls

### Learn How To:

- Identify batterers and victims
- Talk to abusers
- Spot red flags from callers
- Create a safe environment for victims
- Protect responders who will be on the scene
- Prepare for courtroom testimony

### People are talking about PowerPhone

*"PowerPhone has certainly enhanced our Communications Center operations.*

*We can proudly say that we are now providing the best possible emergency service to our responding units as well as the people of Maui."*

— Maui Police Department,  
Hawaii

**ENROLL NOW!**

**1.800.537.6937**  
**www.powerphone.com**

