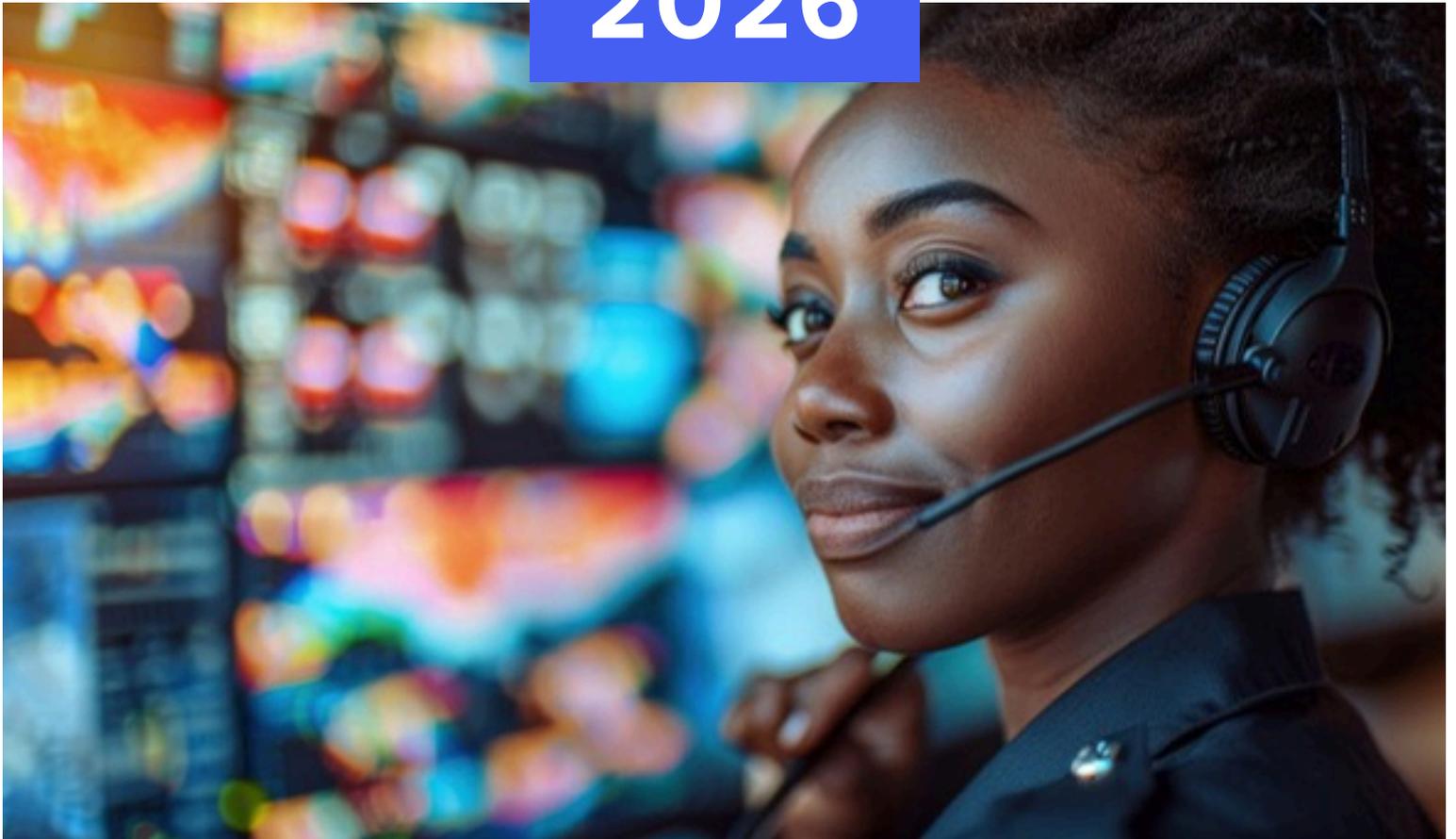


Under the Headset with
HALCYON

CONSULTING & TRAINING

Training RE:Defined.

2026



UnderTheHeadset.org



HOW EFFECTIVE IS YOUR TRAINING PROGRAM?

Let's face it — training often gets pushed to the back burner, even though it's the heart of what makes our organizations work. My mission is to help change that.

At Under the Headset: Halcyon Consulting & Training, we design learning experiences that actually work in the real world. Our approach is rooted in research, built for public safety professionals, and centered on improving communication, culture, and confidence for everyone under the headset and beyond.

Whether your goal is to strengthen your instructors, enhance your program, or completely redefine how your center approaches training, we're here to help make public safety better for those who serve and those they serve.

TRAINING PROGRAM CONSULTING

Every agency's training program tells a story of its priorities, its people, and its potential. Our consulting services help you make that story stronger.

We understand that no two centers are the same which is why our consulting options are flexible and fully customizable. Your engagement can focus on just one area, combine several elements, or blend all of them into a complete program overhaul, depending on your agency’s specific needs, goals, and budget.

PROGRAM REVIEW

An objective, research-informed review of your current training program. You'll receive a detailed report outlining strengths, challenges, and actionable recommendations for improvement.

FULL PROGRAM REVAMP

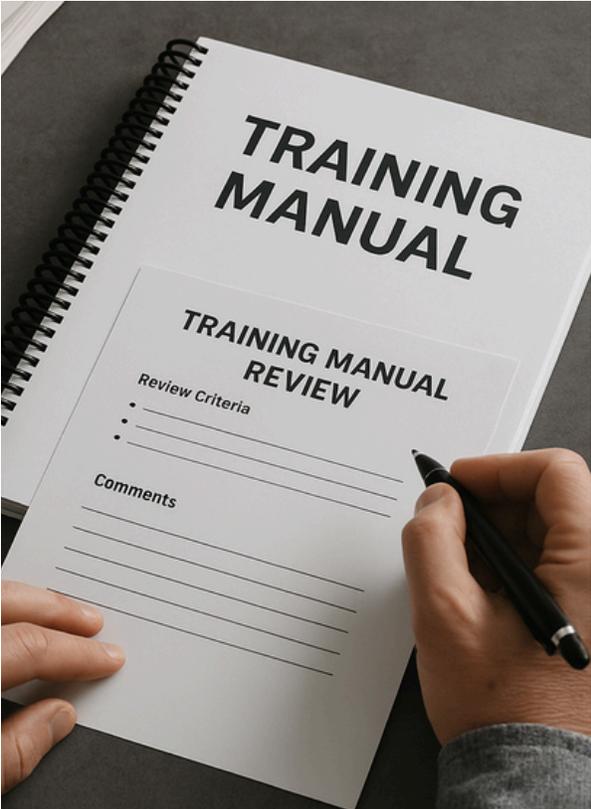
A complete transformation of your training program, from structure to implementation. We'll rebuild your documentation, frameworks, and trainer processes then train your team to deliver the new program with confidence.

PROGRAM ENHANCEMENT

We'll work together to refresh your existing training materials, processes, and evaluation tools, aligning them with national standards and modern learning principles while honoring your center’s unique needs.

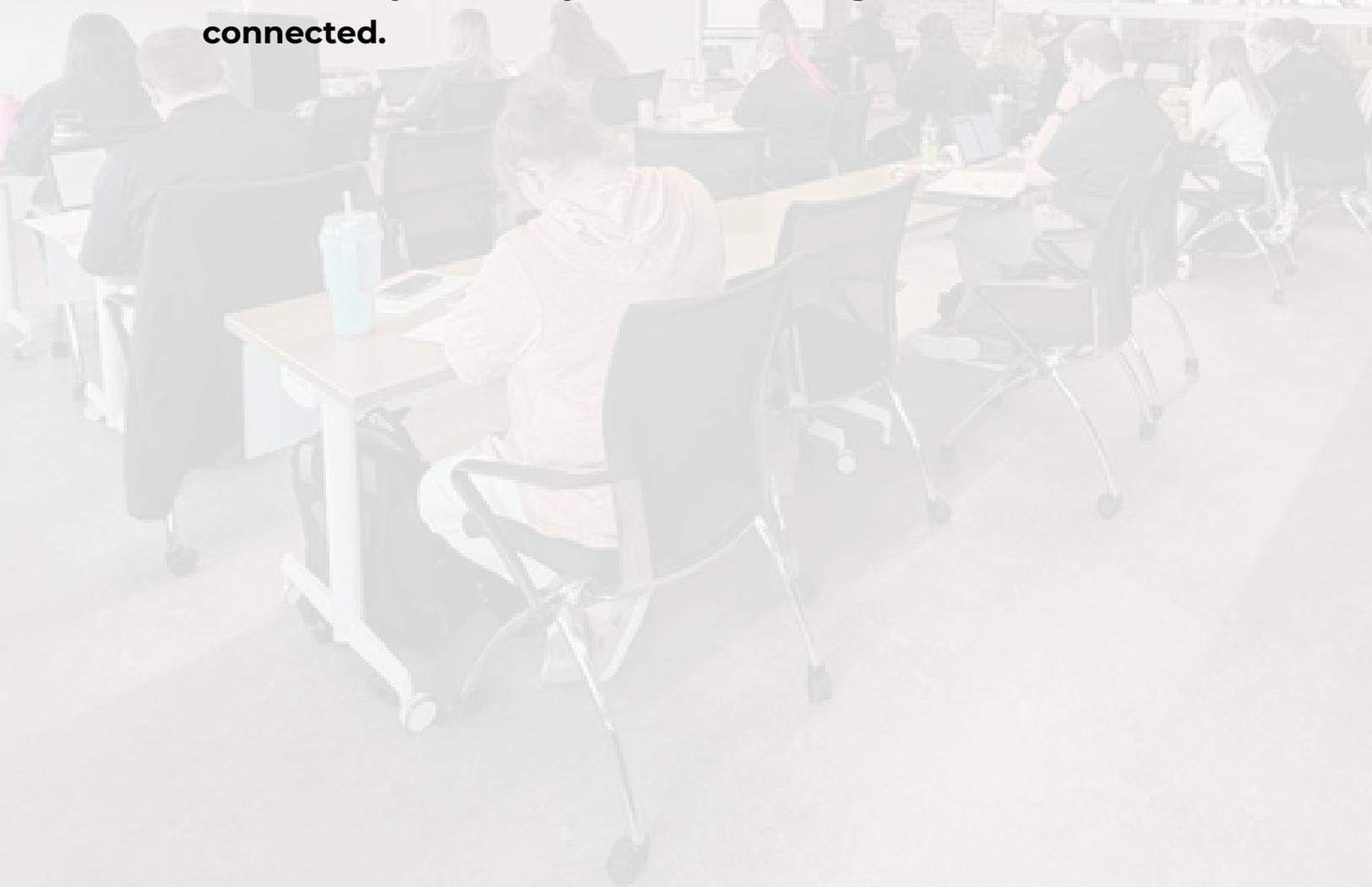
TRAINER DEVELOPMENT & IMPLEMENTATION SUPPORT

Once your new or updated program is ready, we help your trainers, supervisors, and other program personnel master it. Includes hands-on workshops, implementation coaching, and post-launch support.



COURSES & WORKSHOPS

Each session is designed to meet the real needs of today's emergency communications professionals; rooted in research, built for the realities of the job, and focused on creating lasting impact. Whether you're looking to strengthen communication, elevate training skills, or improve teamwork across the console, these interactive courses offer practical tools that can be applied immediately to make your center stronger and more connected.



#BeAnEncourager in the Comm Center

In the dispatch industry, stress and anxiety are not limited to work-related challenges but also extend to personal struggles. Each day, we confront negative feedback and experiences from external sources and our own thoughts. However, we are not alone in facing these battles. We possess the ability to uplift and offer essential support to one another. In this session, we will explore the significance of encouragement, identify the type of encouragement that resonates with us, and learn how to support and uplift others.



Who Should Attend:

Frontline telecommunicators, trainers, supervisors, and communication center staff who want to strengthen team morale, manage stress, and create a culture of support within the emergency communications environment.

Key Takeaways:

- Learn how to recognize and practice effective encouragement that resonates with diverse personalities.
- Develop strategies to reduce negativity and build resilience across your team.
- Cultivate habits of peer support that improve communication, motivation, and overall well-being.

Being an Encourager & Bridging the Gap for Supervisors

In a role where negativity and bad days can be the norm, it's crucial to be intentional about encouraging those around us. Whether they're the individuals sitting at the next console or the responders in the field, building trust through communication and encouragement is essential to be successful. During this session, we'll discuss the significance of encouragement and support in managing the stress and challenges inherent to dispatch. Emphasizing effective communication, the course will also explore key strategies for developing trust and ensuring clear, supportive interactions with field responders. By implementing these practices, participants will be able to enhance collaboration and efficiency, ensuring that team dynamics remain strong even when we may not see everyone on our team. This course will equip communications center professionals with the tools to be powerful encouragers and reliable partners to field responders.

Who Should Attend:

Supervisors, lead telecommunicators, and managers responsible for maintaining morale and fostering collaboration between communications and field personnel.

Key Takeaways:

- Strengthen communication and trust between dispatchers and responders.
- Master practical techniques to support, motivate, and encourage your team.
- Build stronger relationships and improve operational efficiency through clear, supportive communication.

Building Trust on Both Sides of the Console

This session is dedicated to cultivating strong relationships with team members who work on the other side of the radio. Even though we are part of the same team, our goals might vary during work, posing communication challenges. The session delves into three key aspects of establishing trust and efficient communication, especially in situations where face-to-face interaction is limited. By applying these techniques, you can nurture effective and fruitful relationships with your remote colleagues. This course provides an opportunity for both communications and field responders to increase their understanding of each other's roles. This class is also available with a LE co-instructor.

Who Should Attend:

Frontline telecommunicators, field responders, supervisors, and agency leaders committed to improving cross-functional understanding and collaboration.

Key Takeaways:

- Strengthen communication and trust between dispatch and field units.
- Apply proven strategies for effective communication when face-to-face interaction is limited.
- Increase mutual understanding of each other's roles to enhance teamwork and efficiency.



Beyond the Routine: Caller Focused Service & the Battle Against Complacency

In public safety, the work can quickly become routine—but the stakes are anything but. This class is designed to help emergency communication professionals recognize and combat the creeping effects of complacency while sharpening their commitment to providing high quality service to every caller. This session explores practical strategies to stay engaged, focused, and ready for the unexpected.

Participants will strengthen the skills and mindset needed to deliver caller-focused service in every interaction. Through a mix of discussion and applied learning, the course emphasizes active listening, empathy, and bias awareness, while introducing proven de-escalation and communication tactics to support callers in crisis. The result is a more intentional, prepared, and service-centered approach to every call—no matter how routine it may seem.

Who Should Attend:

Frontline telecommunicators and supervisors who want to elevate customer service, empathy, and communication skills during critical calls.

Key Takeaways:

- Improve active listening and empathy for more effective caller interactions.
- Identify and address personal biases that can affect service quality.
- Use de-escalation and communication techniques to support callers in crisis.

Clear Perspectives: Mastering Feedback and Objective Documentation

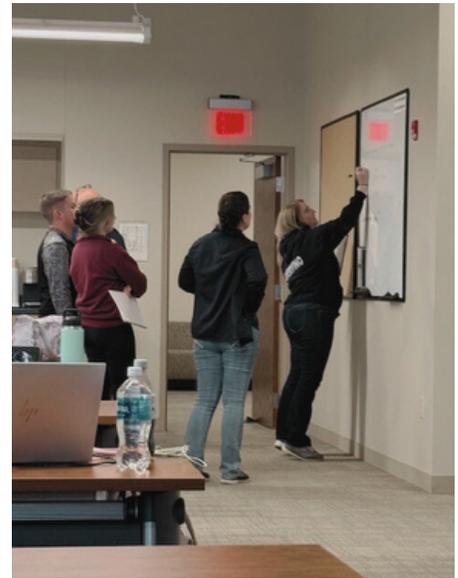
This course is an intensive training course designed to equip Communications Training Officers (CTOs), public safety trainers or training coordinators, and aspiring trainers with the essential skills and knowledge needed to excel in their roles. The course covers key strategies for adult learning, principles of training, and effective communication techniques tailored for the unique responsibilities of a CTO. Participants will gain insights into standardization, cognitive load management, adult learning principles, and effective feedback and documentation practices. Through interactive sessions, real-world examples, and practical exercises, this course aims to enhance the participants' ability to lead, mentor, and develop high-performing communications team members.

Who Should Attend:

CTOs, QA analysts, supervisors, and anyone who provides or receives performance feedback.

Key Takeaways:

- Deliver and receive feedback effectively using clear communication and documentation.
- Learn techniques for constructive criticism and professional growth.
- Use objective documentation to support accurate evaluations and improve accountability.



Combating Complacency

Combating Complacency is a focused training course designed to address and mitigate the risks associated with complacency in professional environments, particularly for emergency responders and law enforcement officers. This course emphasizes the critical importance of maintaining vigilance and proactive behavior in high-stakes situations. Participants will explore the nature of complacency, understand its risks, and learn strategies to combat it through real-world scenarios and interactive discussions. By the end of this course, attendees will be equipped with practical tools and insights to prevent complacency and enhance overall performance and safety in their roles.

Who Should Attend:

Dispatchers, law enforcement officers, emergency responders, and public safety personnel working in high-stakes environments.

Key Takeaways:

- Understand the risks and warning signs of complacency in public safety work.
- Learn actionable strategies to stay vigilant and proactive in dynamic situations.
- Strengthen situational awareness and decision-making to improve safety and performance.

The Effective Trainer: Key Strategies for Adult Learning Success

Understanding how to provide and accept feedback efficiently can significantly impact one's career trajectory. Each instance of giving or receiving feedback presents a chance to gain insights into ourselves and those around us. This class will focus on effective delivery methods and adept reception strategies, along with the importance of objective documentation in this process. Participants will learn how accurate and clear documentation can enhance feedback delivery, making it more constructive and actionable. Additionally, the session will cover handling criticism constructively and leveraging it for personal growth.

Who Should Attend:

CTOs, training coordinators, QA staff, and aspiring trainers in public safety communications.

Key Takeaways:

- Apply adult learning principles to design effective training experiences.
- Manage cognitive load and structure information for better retention.
- Strengthen documentation, feedback, and mentoring techniques to support trainee success.



On the Line: Voice Communication Skills for Dispatchers

In today's text-first world, many emergency communications professionals, especially those new to the role, have limited experience handling high-stakes voice interactions. This full-day, hands-on course closes that gap through practical tools, guided feedback, and scenario-based practice. Participants learn how modern communication habits affect callers, how to project calm authority under pressure, and how to manage distressed, suicidal, angry, or noncompliant callers by utilizing de-escalation and other effective communication techniques. By day's end, attendees leave with a toolkit of effective phrases, call-control strategies, and supportive language to help them feel more confident handling voice calls.

Who Should Attend:

New and experienced Frontline telecommunicators, CTOs, and supervisors

Key Takeaways:

- Learn how tone, pacing, inflection, and clarity influence caller behavior and practice delivering calm, authoritative communication during challenging calls.
- Practical tools for managing emotionally charged callers
- Ability to apply strategies for improved call flow through realistic scenario practice

Training is a Team Sport

Training is a Team Sport is an engaging 4-hour course designed to emphasize the collaborative nature of effective training within an organization. This course focuses on the collective efforts required to foster a successful training environment. Participants will explore the principles of adult learning, the importance of communication, and the roles of various team members in the training process. Through interactive sessions and practical examples, the course aims to build a culture of continuous learning, mutual support, and shared responsibility, ultimately enhancing organizational efficiency and employee satisfaction.

Who Should Attend:

Frontline telecommunicators, training coordinators, CTOs, supervisors, and managers/directors.

Key Takeaways:

- Recognize the shared responsibility of building an effective training culture.
- Strengthen collaboration between trainers, trainees, and leadership.
- Apply communication and teamwork strategies that enhance learning outcomes and workplace culture.

Beyond CTO: Training Program Management 2-Day Workshop

This course is your roadmap to designing a program that actually works, one that's structured, supportive, and rooted in how adults learn best. Attendees will explore practical strategies for developing or updating their training curriculum, identifying real training needs, utilizing resources effectively, and supporting both trainees and trainers. We'll cover how to foster a positive learning culture, meet industry standards, and build a program that develops confident, capable call takers and dispatchers. Whether you're refining what you have or starting from scratch, you'll leave with the tools to build a more effective, adult-centered training program. *This is the only class of its kind geared towards developing effective training programs.*

Who Should Attend:

Training coordinators, CTOs, supervisors, QA analysts, and administrators tasked with developing, evaluating, or managing training programs.

Key Takeaways:

- Learn to design and sustain a structured, adult-centered training program aligned with national standards.
- Identify and address real training needs using evidence-based practices.
- Build a positive, learning-focused culture that supports both trainers and trainees.

TRAIN THE TRAINER ONLINE COURSE

This asynchronous online 8-hour course introduces new trainers to foundational concepts in adult learning, effective communication, feedback techniques, and trainee evaluation. While not intended to replace a full Communications Training Officer (CTO) program or continuing education, it provides a helpful starting point for those unexpectedly placed in a training role without the opportunity to attend a formal trainer course. Through short modules, discussion boards, reflections, real-world examples, and practical activities, learners gain essential insight into the trainer's role and build confidence and competence.

Course Modules:

Module 1: Understanding the Role & Your Purpose

Module 2: Preparing to Train

Module 3: Establishing a Training Flow

Module 4: Effective Communication in Training

Module 5: Documentation as a Training Tool

Module 6: Structured Evaluations

Module 7: Liability, Standards, and Risk Awareness





LET'S TRANSFORM HOW WE THINK ABOUT TRAINING — TOGETHER

Public safety training deserves to be more than a checklist — it should be a meaningful, effective experience that supports both the professionals doing the work and the communities they serve.

CONTACT

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Undertheheadset.org

Available for on-site training and training program consulting.