

Learn how to prevent this dangerous phenomenon.



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TRAINING GROUP

## Dispatch Priming

**September 14, 2023 | Newport Beach, CA**

Marina Park Community Center | 1600 W. Balboa Blvd., Newport Beach CA 92663

Hosted by the Newport Beach Police Department

**Instructor: Kristy Dorton, Communications Training Officer, Sacramento PD (CA)**

**\$289/student**

**CA POST Certified: #1345-31042-23-002**

This course is eligible for ATA reimbursement through CALOE.

**Target Audience: Police dispatchers and call takers as well as sworn law enforcement officers who want to learn how to avoid dispatch priming.**

Dispatch priming can occur when a dispatcher gives an officer erroneous information that leads to that officer unwittingly making a disastrous shooting decision. But dispatch priming isn't that simple.

Researchers have only recently begun to study this complex phenomenon. One study noted that "priming officers with incorrect dispatched information about what a subject was holding significantly increased the likelihood for a shooting error while priming officers with the correct information...significantly decreased the likelihood for error."<sup>1</sup>

But as a dispatcher, you can't simply omit that the caller mentioned the suspect had a gun. So what are you supposed to do?

<sup>1</sup> Taylor, P. L. (2020). Dispatch Priming and the Police Decision to Use Deadly Force. *Police Quarterly*, 23(3), 311-332. <https://doi.org/10.1177/109861119896653>

### In this course, you will:

- ✔ Learn why dispatch priming happens and how to avoid negative outcomes
- ✔ Examine real-world dispatch priming incidents
- ✔ Examine the positive and negative aspects of bias and heuristic
- ✔ Learn about the science of decision-making & the psychology of communication

Join us for an in-depth look into dispatch priming and learn why most people don't understand this complex phenomenon.

Instructor **Kristy Dorton** is an active-duty Public Safety Dispatcher II and Communications Training Officer with the Sacramento Police Department. She is also a California POST Master Instructor. Kristy has studied the complexities of dispatch priming and designed this course to help fellow dispatchers avoid it.

Space is limited so register today at  
**SavageTrainingGroup.com**

