

Learn how to prevent this dangerous phenomenon.



**SAVAGE**  
TRAINING GROUP

## Dispatch Priming

**June 28, 2024 | Beverly Hills, CA**

Municipal Gallery - Beverly Hills City Hall | 455 N Rexford Drive | Beverly Hills, CA 90210

Hosted by the Beverly Hills Police Department

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

**\$299/student**

**CA POST Certified: #1345-31042-23-011**

This course is eligible for ATA reimbursement through CALOES.

**Target Audience: Police dispatchers and call takers.  
Also open to sworn law enforcement officers.**

Dispatch priming can be positive or negative (bet you have never heard that before!).

A negative example would be if a dispatcher gave erroneous information to an officer that led to that officer unwittingly making a disastrous shooting decision. But dispatch priming isn't that simple.

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

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>

<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/10.1177/1098611119896653>

### In this course, you will:

- ✔ Learn to understand priming: the good and the bad
- ✔ Learn what you can control and what you can't
- ✔ Examine real-world dispatch priming incidents
- ✔ Examine the positive and negative aspects of bias and heuristics
- ✔ 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**

