Training Agenda

Day One

8:30am – 9:00am  Course Introduction and Overview
  ▪ Goals and Objectives
  ▪ Introductions

9:00am – 10:00am  Liability for Communications Professionals
  ▪ Sample Law Cases
  ▪ 48 Hours video – Failure to Protect
  ▪ How to Reduce Risk of Lawsuits
  ▪ State Domestic Violence Laws and Liability Statutes

10:00am – 12:00pm  Dynamics of Domestic Violence
  ▪ Definition of Domestic Violence
  ▪ Power and Control
  ▪ Cultural and Diversity Considerations
  ▪ Barriers to a Victim’s Safety and Knowledge Needed to Help
  ▪ Domestic Violence is a Crime and is Dangerous

12:00pm – 1:00pm  Lunch

1:00pm – 3:00pm  Gathering Critical Information
  ▪ Important Role of the Call Taker
  ▪ Identifying Important and Specific Information
  ▪ Identifying the Caller
  ▪ Lethality Assessment and Safety Concerns
  ▪ Strangulation

3:00pm – 5:00pm  Strategic Interviewing
  ▪ Law Enforcement
  ▪ Prosecutors
  ▪ Victims, Suspects, and Other Witnesses (including children)

Day Two

8:30am – 9:30am  State and Federal Legal Issues and Definitions
  ▪ Evidence-Based Prosecution
  ▪ Rules of Evidence
  ▪ Protection Orders
  ▪ Federal Legal Definitions
  ▪ Violence Against Women Act (VAWA)
  ▪ Full Faith and Credit
  ▪ Crossing State Lines
  ▪ Battered Immigrant Women
  ▪ Firearms Provisions and the Lautenberg Amendment

9:30am – 12:30pm  Critique of Sample 9-1-1 Domestic Violence Calls
  ▪ Identify Positive Aspects of Response to the Call
  ▪ Identify Ways to Improve Response to the Call

12:30pm – 1:00pm  Closing

Training schedule permitting, NSA will attempt to offer participants a break once every hour.