

DISRUPTORS of the Peace:

Practical Communication Skills for Managing Conflict, Tension & Tough Personalities in the Comm Center TCOLE # 5101

COURSE DESCRIPTION:

Discover strategies to handle conflict, reduce tension, and work effectively with challenging personalities in the communication center. This course equips participants with proven communication techniques to foster a harmonious work environment, including active listening, clear and respectful language, and methods for staying calm under pressure. Learn how to identify sources of disruption and resolve issues promptly to maintain peace and productivity among your team.

This course is ideal for telecommunicators, supervisors, and other emergency call center personnel seeking practical skills to enhance collaboration and create a positive workplace culture.

Successful completion earns 8 hours of TCOLE credit.

**MAY 15, 2026
8AM-5PM**

www.pss.austincc.edu/pstc/

Austin Community College
Public Safety Training Center
4675 S. FM 1626
Kyle, TX 78640



COURSE
COST
\$79

**CONTACT CHRIS WALLACE,
TRAINING SPECIALIST,
FOR MORE INFORMATION AT
CHRISTINE.WALLACE@AUSTINCC.EDU**

