

Think priming is always a bad thing? Think again.



**SAVAGE**  
TRAINING GROUP

## Dispatch Priming

**April 13, 2026 | Milpitas, CA**

Milpitas Police Department | 1275 N Milpitas Blvd | Milpitas, CA 95035 | 8am - 5pm

Hosted by the Milpitas Police Department

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

**\$299/student**

**CA POST Certified: #1345-31042-25-002 - Plan N/A**

This course is eligible for ATA reimbursement through CALOES.

### Target Audience:

Police dispatchers and call takers.  
Also open to sworn law enforcement officers.

Get an in-depth look into dispatch priming and the complex cognitive processes affecting dispatchers and call takers.

Researchers have only recently begun to study the complex phenomenon of dispatch priming. There isn't a universally accepted definition. Dispatch priming includes how dispatchers present information to an officer and how that influences how the officer thinks about and responds to a call for service. Said differently, the delivery, tone, and experience of a dispatcher can influence first responder behavior.

This course provides call takers and dispatchers with tools to avoid complacency and bias and thereby help officers in the field make good decisions. Join us for an in-depth look into dispatch priming and the complex cognitive processes affecting dispatchers and call takers.

### In this course, you will:

- ✓ Learn what you can control and what you can't
- ✓ 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 understand the positive and negative aspects of priming.

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

