CONNECTICUT INTELLIGENCE CENTER

DEPARTMENT OF EMERGENCY SERVICES AND PUBLIC PROTECTION

UNCLASSIFIED // FOUO

Identifying a Swatting Call

Tactics, Indicators, Protective Measures & Response Considerations

TRAINING OVERVIEW —

WHO: Presented by the **Connecticut Intelligence Center (CTIC)** for School Staff, Administrative Personnel, Call Takers, and Public Safety Partners.

WHAT: A specialized professional briefing on recognizing swatting incidents, analyzing threat indicators, understanding emerging tactics, and applying protective response measures.

WHEN: **Monday, November 9, 2026 at 10:00 AM - One presentation.**

WHERE: **Virtual Class via Microsoft Teams** (Access link provided prior to class to registered personnel).

WHY: This training is specifically directed toward **anyone who answers phones and may have to handle a caller threatening or swatting a school, facility, or public institution**, equipping staff with essential threat identification, response, and reporting protocols.

KEY TOPICS & OBJECTIVES

- **Swatting Tactics & Trends:** Examine motives, delivery methods (VoIP, spoofing, anonymous portals), and recent CT incidents.
- **Threat Indicators:** Learn key telephonic and behavioral red flags to quickly identify potential hoax reports.
- **Emerging Threats & AI:** Review risks associated with synthetic voice cloning, AI-generated scripts, and background audio.
- **Call Handling & Intake:** Utilize effective interrogation techniques and standard threat intake documentation.
- **CTIC & LE Support:** Understand law enforcement protocols, threat assessment, and intelligence sharing support.

Registration Required

Scan the QR code or click the link below to register:

https://arcg.is/1SPTGn6

** A Microsoft Teams link will be emailed to registered personnel prior to training.*

SCAN TO REGISTER

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