



PEI-911 Online

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The Public Safety Group's **Basic Telecommunicator Training, 3rd Edition**

This course was well thought out and presented all the information for basic telecommunications. It presented a solid understanding of equipment in the communications centre as well as call processing and deployment techniques. The ability to optimize web based learning I believe is the future for many industries, including public safety. The opportunity to network with classmates around the country provides perspective into the 9-1-1 system. This class was a wonderful experience, and I will recommend it to all in the profession. *Kim G., Canada*

This was an amazing course. I will take a lot with me hopefully into the telecommunicator field!! Keep your fingers crossed for me; it would be an excellent Christmas present! *Jackie D., Canada*

Another awesome course completed!! Thank you Brian for your wisdom and insight. It was refreshing to learn under your supervision. This course was instrumental to my new career choice. I am happy that I decided to enroll in the PEI online courses. It was very enlightening getting the views of classmates and the instructor. Like the other courses, this course was well constructed, organized and very educational. I have enrolled in courses before and I will recommend that my colleagues do the same. I am looking forward the upcoming classes and will hopefully see you again, Brian. Thanks again! *Sheila B., Anguilla*

I think this course was awesome and well put together, I learned so much. *Albert B., FL*

Coming into the class I really didn't know what to expect and working in the law enforcement since 1993/1994 I wasn't sure there would be much to learn from an online class. But I did learn. I found the class very helpful reminding me to always get good information, what to look for in the future of dispatching, and how to handle stress. I will recommend this class to my supervisor for all new hires. *Scott Z., MI*

There is always something to learn in life so the more you take in the more you have to work with when the situation comes into your life. With this course it gives you the knowledge of how to improve the way to respond to the information you are given from any caller or situation you might come into. Loved the course and would like to see officers who work the field also take it. *Christopher B., OK*

I have learned a great deal in this class. While my situation is more security related and I don't have to deal with the volume of calls that regular dispatchers deal with, I still have a very important job to do. One of the Navy Chiefs called me the nerve center of the base which is true. I will definitely use all of this information to train my other dispatchers to become more effective and make our department more professional and more appreciated by this command. *Elizabeth O., FL*

I am very excited and I look forward to becoming a great dispatcher. I do feel that I am prepared to handle all the situations that may come my way. Now that I have taken this course, I feel like I have the knowledge that I need to be successful, now all I need is the experience. *Patria D., FL*

I really enjoyed this class and found it very informative. I learned many techniques and responsibilities of a public safety dispatcher and look forward to pursuing my career in this field. I also enjoyed the classmate interaction and want to thank you all for the feedback. *Gretchen K., IL*

The Basic Telecommunicator Training course has given me some valuable information. The most useful information to me was the customer service and stress information. I will without a doubt be using the stress management techniques and will often think back to the customer service information when speaking with anyone in my city. *Matrenia H., FL*

This Basic Telecommunicator Training course has been great and I've learned so much. Just Awesome!!! *Andre E., D.C.*

I must say for the past 5 weeks taking this online course has truly given me a wealth of information regarding my new career as a 911 Dispatcher. Within the past 5 weeks, I have also been in a classroom training setting as well and your online class has filled in many gaps for me. Thank you! There was a lot of valuable information given that will definitely help me excel in my new career. *Stephen A., FL*

This class has been a tremendous help to me. I have thoroughly enjoyed learning with my classmates and reading all the posts and ideas of each of you. Brian, you have been a very encouraging instructor, obviously experienced and full of wisdom. It has been my pleasure to read your posts and comments. I believe that I gained some powerful insights to this career path. Thank you all for making this a great experience. *Dena S., PA*

I enjoyed the class a lot and I have told a few others about the course. I think you gave us a lot of samples which were very helpful. *Sandra J., MO*

I think this class has been a great learning experience as to becoming a dispatcher as well as learning new techniques when accomplishing everyday goals. I think I've become more detailed to listening as well as picking up vital information when it has been given to me. I plan to take what I've learned over the past few weeks to pursue a career in dispatching as well as in the field of helping the public. *LouAnn T., NC*

I really enjoyed being in the class and interacting with everyone. I have learned a lot about the basics of telecommunication. I hope to take the skills and knowledge I have acquired here with me to a dispatch position in the near future. *Kristine B., TN*

I really enjoyed this class. The dispatches that we listened to were great ways to really understand the lessons that we were trying to learn. I appreciated Scott's honest feedback on our discussions. *Eva P., AL*

I think that this program has prepared me and taught me to be a better dispatcher by showing me flaws that I may not have seen before such as when handling a call that is high stress for everyone involved that I need to keep a certain level of calmness about myself. *Eric S., NH*

I have already put into practice some of the things I learned in this course. I feel better qualified to do my job and more confident in my own abilities as a telecommunicator after taking this class. Thank you for the training and the positive feedback. *Lisa F., IN*

I feel that this training has benefited me in my job and helped me to better understand my job duties. I now can react better to critical situations and I am able to be more professional with callers. *Justin T., IN*

I enjoyed each segment of the class, I feel like there was at least one thing that you or someone else brought up that I needed to be reminded of. I'm always saying that I learn something every day at work, this month I've been able to learn something from the wonderful people in this class, who have dedicated their lives to the same profession that I have such a passion for. There's always someone out there that can teach you a few new tricks. It was refreshing to see the different perspectives. *Mary M, MI*

I think the one thing that I have come away with from the class is PRIDE. I guess just like in any other job it's easy to say, "I could do that job and probably better than her." or something to the effect that "Gee, all they do is sit at a desk and look at screens all day." This class brought to the forefront that we as dispatchers do play a vital role in the emergency response TEAM. We aren't "just dispatchers". We are important. We are needed. We are highly trained. We do have feelings. We do hurt. By reading the information provided in this class it brings forth just exactly what most of us feel but may be afraid to say. I wish other people outside of our profession could read the information in the class so they may have a different understanding of just who we are and what we are. WE ARE DISPATCHERS.....AND PROUD OF IT. *Laura J., MI*

I really enjoyed this course. There was so much to learn that really helped when I put it all into practice. I also think it's a good course to refresh dispatchers. I learned so much!!! *Allison W., OK*

I think this was a great course! I can't wait till my co-workers have the chance to take it and all the new employees. *Kissy P., LA*

For me this was a great review of the telecommunicating basics. There is some new techniques when dealing with callers that I have already started to use while on the consul. Learning about the dispatchers who breeched their duties and caused harm/ death to the people on the other end of the phone was shocking. I never knew some people could act that way and still want to be doing the job. I've enjoyed reading my fellow classmates responses. It's been a great class! Thank you Brain and my fellow classmates for this experience! *Theodore D., VT*

Thank you for taking the time in hosting this course. It was very informative for me considering I'm coming into dispatch with no prior knowledge of the profession. Now I confidently know what to expect and how best to prepare for a career in the profession. *Edward H., MI*

I have been a dispatcher for the last 5 1/2 years. In that short time it seems as though I have gained so much knowledge as it pertains to emergency services, however there is still so much to learn. Being new at my current employer has made that apparently clear. There are so many levels to dispatching that you will always learn new techniques and experience different situations. I appreciate the knowledge that has been shared throughout this course. It has shown me that revisiting this information allows me to provide the best service for citizens and officers that I serve. *Rayjean W., MI*

I found this course very useful in a variety of ways. It reaffirmed many areas of my training, but also provided some new methods or reminders of things not often used. I enjoyed reading the other students comments. We had many things in common, but some useful differences. I'm glad I was asked to take this course. I now have some new thoughts on how I can be a better call taker and places I can go to learn more on my own as well. Thank you. *Jacqueline S., MI*

This course was good at opening my eyes to some new techniques I may not have been taught during my training days such as my listening skills and how to handle stress better. Overall I thought the course did well on things that my department doesn't touch on as its not necessarily essential for training. I also thought the course was good on some fresher items that I may have forgotten since training. *Trica B., MI*

I feel as if this course was very helpful into giving a further breakdown on the methods of our jobs and duties as a public safety telecommunicator. Where in the real-world we can be trained on the "what, how, and why" of our jobs, this course helped dig into the deeper side of those questions, and give further explanation of our duties and even how to improve ourselves, both over the radio, the phone, and in person. *Eric M., TN*

I feel like this course was very helpful in many different ways. It was a nice refresher to training I have already received and it was nice seeing everyone else's opinions and answers for different topics. I feel like this course will definitely overall help me in being a better dispatcher, and call taker. *Sergia I., MI*

It is hard to sum up what I have learned from this class as I have taken so many things away from it. Being new to the Telecommunicator world, I enjoyed reading the different experiences, recommendations, and ways of thinking provided by my peers and the instructor. It also helped me to stop and think a little deeper. This job is so much in the moment. Asking what my fear was and how I'd handle that was a first for me. I've never really stopped and put thought to it prior. *Kayla S., MI*

My final thoughts regarding what we have discussed in this course is that all this information was extremely helpful in teaching me information over being an Emergency Telecommunicator. The course material is very easy to digest but full of valuable material. Some of my favorite chapters in the text book were chapters 5- Telephone Techniques, chapter 2 Legal Aspects and the last two chapters Radio Communications and Stress Management. All of these chapters taught me something new that made my current job slightly easier by showing me tricks on how to navigate through this career. Lastly I would like to thank the teachers for all the positive feedback and elaborations on each topics via email. Overall this was a great experience and I am glad that I took this course. I recommend it for anyone interested in this career. *Cherish W., NH*

I thought this was a well done course. It covered all aspects very well, and helped a newcomer to the profession such as myself to get a good overview. I feel I have learned alot in taking this and appreciate the work put into making it. *Shawn B., NH*

I have taken several courses in my years as a dispatcher that touch base on a little bit of all the topics discussed in this Telecommunicator course. For me this was a great refresher course. I think sometimes we become so complacent in our routine as telecommunicators that we forget the little things. I thoroughly enjoyed the topics discussed and appreciate the time that was taken to put this course together. *Jennifer B., NC*

I have found this course to have been very insightful and full of different tips and methods that I can use as a dispatcher in the future. I have appreciated the different teaching styles incorporated in this course, such as the traditional textbook alongside the posts and polls. *Anatasiya B., MI*

After these 4 weeks, I have found this course to be very useful in understanding the different concepts that go into completing my job to the absolute best of my ability. This course has taught me new concepts that I was not taught during training and went into detail on other concepts to give me a better understanding. *Madelynn F., MI*

This course has been very enlightening. There are many layers of dispatch that I was unaware of. The content is structured to be very engaging and not just read and answer questions. *Kyle K., M*

This class was helpful in breaking down the many aspects of being a dispatcher. Even though I have a few months of on the job experience it was nice to have the call types, questions and calming techniques written out. This also allowed me to prepare for some situations that I have not experienced yet. The structure of this course is helpful in keeping me engaged in the material instead of just reading. *Meghan H., OH*

This course has been a fantastic reminder of many of the parts of being a telecommunicator. Whether we are the first responds for an emergency or taking a non-emergency call, this course has given us a better way to communicate with the caller. It's important to be an effective listener and continue to be compassionate while in this field. However, it is also important to take care of our physical and mental health. Additionally, it was nice to remember we are an important part of emergency services. This course gave me great knowledge that I will continue to use moving forward. *Mykala J., MI*

This class gave great real life examples of what to do and what not to do. It has changed the way I dispatch and has made me a more proficient listener. As well as taught me how to deal with certain stressors and how the whole communication cycle works. Hands down 10 out of 10. *Brandon C., MI*

I really appreciated how real this class was. It did a great job of highlighting the seriousness and stress that come with this job. A lot of people, especially those new to the field, might not fully grasp what the job involves, and I think this course shed some light on that. Throughout the course, I've picked up a ton of valuable insights on how to handle being a telecommunicator - what works and what doesn't. I understand that this job can get pretty intense at times, but it's rewarding to know you're making a difference for people. Not everyone realizes how stressful being a telecommunicator can be and how crucial it is to have a good work-life balance to cope with the demands of the job. *Zabel H., SC*