



Read what your peers are saying about.....

PEI-911 Online

Profile Evaluations, Inc.'s **Building for Excellence – Management and Leadership Tools for 9-1-1 Professionals**

I have taken many management courses over the course of being a supervisor and an operations manager. Without a doubt this course was the most informative and educational course I have taken. The chapters provided good information and the activities were right on target for the management positions. They really made you think before answering. I can't tell you in words how impressed I have been with this course. You have out-done yourself. I am looking forward to taking other courses provided by PEI because they are the only company that "GETS IT" when it comes to public safety, dispatch, etc. Not all is created equal, no matter what anyone says. You can't have one without the other. Keep up the GREAT work! *Lynn W., AL*

I really enjoyed this class. I would say it is the best training opportunity I have had thus far because it was so specific to our industry and filled with quality materials. I enjoyed the scenarios and getting a chance to see how other centers are operating. I like learning in an online environment because I think your participation is expected. Sometimes taking a class in a group setting you aren't pushed to contribute as much, and that is how I learn best. *Heidi H., MN*

This class was AWESOME! I have taken other leadership and management classes in the past and I would have to say that this class is the one I took the most away from. I appreciate the opportunity for this class and totally hope to take more in the future. There is a lot of change that is still to come within my Center and I have realized now what we need to do to implement the change. Candice – I feel you have given us the courage and tools to proceed with the hopeful changes. We were a little lost on direction and you helped us see the way. *Angie H., MT*

What a great course! I will certainly recommend this course to my peers and hopefully I will encourage more of my staff to enroll. Many books are written on leadership, it's nice to have some examples in public safety to relate to and this course identified many excellent examples. After I have completed the final exam, I will review our current policies and procedures to update them based on the performance standards and liability issues taught in the course. The information on problem employees was very beneficial and will help solve a few problems with our organization. I learned a lot about me in this course, which was very beneficial. Getting an introspective perspective has allowed me to identify areas to work on for personal growth. And of course it always so nice to hear about other 911 communications centres and the challenges facing each centre and the communities they serve. We may be geographically different but we have the same challenge across North America. Thank you all for such a wonderful learning experience. *Kim G., Canada*

My thoughts on the course are...."terrific." User friendly and plenty of time for the completion of assignments was a bonus. I will be recommending this course and the learning website to others. I take with me many beneficial tips. Learning about me promotes personal growth. The importance of policies and procedures along with performance standards and problem employees are all very beneficial categories that can be applied to our workplace. And, as always.. It's nice to have the opportunity to interact with others who know our world and can relate to the issues we face. Candi – always available and very helpful. The one-on-one interaction was very beneficial. Thank you!
Karen W., Canada

This course has taught me a lot. I am a newly promoted supervisor who is trying to get used to the changes going from being one of the followers to one of the leaders and this course has given me some great tools to use to become that leader. I have already used a great deal of the knowledge obtained from this course. *Christopher M., NC*

This course has taught me a lot as well as reminded me of important issues and how to effectively use them. There were so many topics I truly enjoyed and learned from. Thank you Candice for being a wonderful instructor. I thoroughly enjoyed the class! If I continue to apply what I learned, I believe I will become a better leader as well as manage a better dispatch center. I'm excited! *Gay S., MS*

I have thoroughly enjoyed this class and have learned so much. I have learned how to better manage my team, to share my vision for our center with my team so that we can all work on it together, importance of being an active listener and explaining my expectations to my subordinates. Some of it just helped me fine tune certain areas but others such as evaluations and how to do them effectively was a huge learning experience for me. It was a comfort for me to read about the problem employees and know that I (we) are not the only center who deals with them. As I think I've stated several times, this class has made me take a long look at myself and my performance as a leader and shown me so many areas that I need to work on for my own growth as well as the growth of this center. I thank you all for your honesty and informative responses. Candice...you guys really know your stuff and I personally appreciate your pushing me to get this right! Thank you! *Brandy R., ID*

I have learned a lot these past six weeks regarding the handling of different types of employees, what a leader is, and to look at myself to see what kind of example I'm setting. I have recognized my coworkers' achievements and am not letting them go unnoticed. *Gloria S., TN*

I learned a lot in this course and really enjoyed all the topics covered. The topics and the instructors were top notch. I enjoyed reading and learning from all my classmates in the class as well. You guys do a great job. I love your online setup. I have taken a lot of online courses and this is by far the best format I've seen. I'm looking forward to taking more PEI-911 Online courses! *Brian P. OK*

I have enjoyed this class and feel like I have grown as a person. I never realized my flaws as a dispatch supervisor until I took this course. I have definitely had my eyes opened and know I will benefit from everything I have learned. Thanks to everyone and their input, I feel like we all have learned something new in the last 6 weeks. *Sherry W., AL*

I have learned so much in this class. It is my second experience with these online classes and I think they are the wave of the future! The convenience of being able to do homework anytime and the ability to sell the cost savings to the county manager makes it an unbeatable learning experience. I have enjoyed reading about other centers across the country and have learned a lot from them as well. I have learned many different techniques and styles of how to deal with the daily problems we deal with in 911 centers. I think classes like this will also help us to get closer to the day of national NG911. It is a step closer to us all doing things together and becoming one as the first of the first responders in an ever-growing technical world! *Melissa H., NC*

I have really learned a lot in this class. I have found myself reading and rereading things just to realize how uninformed I have been and to educate myself on some very important issues currently within our Center. I have learned to use active listening as part of my daily life both inside and outside of dispatch. I appreciate the opportunity to be part of this class and the knowledge it had to offer. I hope to be a part of future classes as well. Thanks to everyone. *Tammy C., AL*

It's been a privilege taking this class. I've learned a lot from the instructors and classmates alike. I look forward to another class with you all in the future. I much prefer an online class opposed to attending a class. It doesn't take so much time away from the family. This class was the most challenging online class yet. I enjoyed it very much. Thanks for making me think! *Amy C, GA*

I have enjoyed this class very much due to all of the informative information I have gained as a manager/supervisor of a 9-1-1 Center. It has helped me become more secure with not only my ability to dispatch and the way I view the future of the 9-1-1 system but my ability to manage people. *Lisa L., AL*

This was a great opportunity for me. I am so glad to have been able to take this class. I had a lot of fun and have learned so much to help me in the future. I can't thank all of you enough for your great ideas and the inspiration that you have given me. Candi – you have done an incredible job with this course and thank you for all of your help. This has been one of the best classes that I have taken! *Laurie F., IL*

This course has been an eye opener. Some things have been new and some have been reminders of what I knew but had forgotten. Networking with others from outside my immediate area and normal working group have enabled me to see new ideas, to refresh my own way of thinking and open doors for expanding what I do here for my own small part of the 911 community. It's great, it's convenient and it has been a pleasure. *Peggy S., TX*

I want to thank you for bringing me out of the mold I created for myself as a supervisor. I have been supervising for a long time now and I think sometimes we get "stuck." It brought me back to the importance of performance standards and policies. It helped me identify some of the problem employees I have been dealing with and how to lead them to a better path. Thank you for bringing me back to leadership. *Debbie K., IL*

This was well worth it. It was more than I thought it was going to be. The first few chapters made you really stop and think about a lot of key issues, not just as a supervisor, but as a person as well. I enjoyed reading other people's responses. It's amazing how small our world is and that the same issues are everywhere. I will definitely be referring back to the course materials on any issues that I currently have and will have in the future. *Kelly T., ID*

I think this has been a great opportunity to see the challenges that face other centers and a chance to understand that we all basically deal with the same issues. I'm very happy to see the push for more professionalism and "excellence" in the 9-1-1 profession. It is so much more today than it was even 10 years ago. Let's not settle for anything else! Thanks Candice for putting this together. *Craig W., OR*

I really enjoyed this course and look forward to the next one. It is sometimes a bit of a challenge keeping up with assignments in the middle of everything else going on, but I have learned much from it about becoming a leader, as well as being a manager, improving my communications techniques for the benefit of myself and my staff, and keeping a closer eye on the future where technology will lead us. I will definitely recommend PEI to others on my staff. *Richard L., MA*

The class contained a plethora of information – some I had before and some I was seeing for the first time. Dealing with people is difficult and while the dispatch center environment is unique, it is amazing how all dispatch centers have the same problems/issues. Discussing these and being provided alternative methods to handle them was very valuable to me. *Rhonda S., TX*

I thought this course was very comprehensive and well laid out. The examples in the text were appropriate to the material as well. I have taken an online course previously so I knew what to expect. The instructor feedback with this PEI course was heads and tails better than the other one. All in all, it was a great course! *Theresa B. Canada*

I am still very moved and inspired by the poem "My Influence" on page 1 of the course book. This poem seems to be written by or for a person in our industry. I have shared it with all my staff and we have decided to post it in our 9-1-1 Center as a reminder of why we do what we do! Thank you Candi and Dick for sharing your vast knowledge and encouraging me to want to be a better leader-manager! I only wish I had the funding so that every one of my staff could take this course and get out of it what I have! *Laurie S., IL*

This course has been very informative and well-rounded. It has covered many aspects of leadership, how to understand different personalities, how to lead by listening and using good communications skills, and the importance of clear, sound policies and performance standards. I've learned good skills that I can put to practical use. *Bruce W., LA*

I learned a lot from the class and classmates. It was great. I've gotten several ideas on how to build morale and things to do in order to have a better shift. I really appreciate all that you've done Ms. Solie to make this class a success. I am back on track now with a good mind and a good attitude. Thanks. *Pam S., GA*

I have to say that this class was a great eye opener. I will come away from this experience with a lot of knowledge that I will be able to use within the Center that I am currently working. I hope that sometime in the future I can learn from you again. *Kimberly V., MT*

I really enjoyed this course. Although I am not in management, I believe this course gave me the foundation to become a great leader for excellence. I also liked seeing things from another communication center's point of view. Not every center or telecommunicator does things the same. I have learned so much during this course from my unique personality to how to deal with problem employees to public speaking. I have learned how to get over my fear of public speaking and how to actively listen to others. I believe all the information presented and discussed makes this a worthwhile course to take. *Brian W., LA*

I feel this course was very beneficial to me in my dispatching and for my use on the streets as a police officer. I have learned to reflect on the past and look into the future. I have learned about many different types of people and learned how these people think and can take down your communications center if you let them. This has also been a refresher type course for me for the previous management courses that I have had in my past 18 plus years in the industry. I would definitely recommend it for all management. Nice job in presentations and feedback. *Steven G., IL*

I enjoyed the class quite a lot more than I thought I would. I learned that geography is NOT an issue between centers because we all seem to have the same issues and we all have really good ideas for how to approach our obstacles. I also learned a lot about the liability of our job. I catch myself thinking about my answers a little longer before I speak when one of my employees asks a question. It was quite an invaluable course to take, I believe. It has certainly put a much needed spark back into the job as far as why I do this job and why I care so much. I really enjoyed reading other supervisors' responses for some of the questions and I took a lot of it with me. Thanks, guys! *Kelly A., GA*

When first advised of taking the course, I was not sure if it was something I wanted to do. But now I am very glad I did take the course. I have learned so much from my classmates and instructor and I cannot wait to use what I have learned. I met with my new shift today and started by sharing my vision statement. It went great. I feel that the knowledge I have gained from this class will make me a better supervisor. I hope to have the privilege of taking another course very soon. *Della B., GA*

Overall I thought this was a great class! It got me thinking about a lot of issues I hadn't put much thought in before like changes in technology (Week 6). I thought all of the topics were very relevant to our jobs and I learned a lot from the class and fellow classmates. *Sunny S., MN*

I thought it was a great course. Harder than I thought it would be – which is a good thing! I really enjoyed the class and learned so much! I find it interesting that we are all over the country but we have the same problems and concerns. I am going to have my 3 supervisors take the course. *Mary M., IL*

This course was quite informative and helpful in many ways. This was also my first online course, it was quite easy and now I won't be so intimidated to take another one. Being able to work on my own time schedule was also quite helpful. I could work as fast or as slow as I wanted to. Thank you very much. *Marlo F., LA*

Thanks for bringing my attention back to my role as a leader. When I was a newly-made manager, I was very bright-eyed and bushy tailed; thinking up all of these new ways to do things. Now that I have experienced the reality of managing for a while, I realize it's not quite that easy. I think that I have found a middle ground where I can effect change that is realistic. *Heather M., IL*

This class makes you work. It was a great review of knowledge that I was already aware of, or through experiences I have had. I have taken many so-called supervisory classes over the years, but it was hard to relate to others that were not in this industry. This program has new material, and certainly enlightened me in several areas (law and technology in particular). This is GREAT for all of us that struggle with the funky little world we live and work in. *Linda R., MN*