



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

The Public Safety Group's **Suicide Intervention**

PEI-911 Online

I absolutely LOVED the forum in which we were able to take this class! I wish and hope that more classes can be taken like this. My hats off to you, Tony, for creating this type of class forum! A lot of this class was a refresher course for me, but I learned a lot from it as well. It is nice to have classes like this regardless how many years you've been doing this job. The calls that we got to listen to were wonderful. Thank you for allowing us to hear them and that many and such a variety. *Debra W., TX*

This was an excellent course, having actual calls to review lends so much insight into the awareness of the suicidal caller. The information and facts on suicide is something that I will reference often as there is so much unknown about these types of calls the information becomes very relevant. It was excellent to read about other centers across the country and their ability to deal with suicide challenges as well. I will recommend this course to anyone in public safety. *Kim G., Canada*

I am pleased with what I will be taking away from this class. I now feel confident and prepared for suicidal callers. I put the skills learned to use tonight with a suicide caller. The subject's family called wanting a welfare check because they had spoken to him earlier and he advised that he was going to commit suicide and had attempted a couple weeks prior. The officers went to the location given but the subject wasn't there. So I called him and attempted to get his location. He wasn't being cooperative but didn't hang up on me even though he said he was going to. After about a half hour he finally gave me his location and officers were able to assist him. *Katherine S., ID*

I thought this was a really good course. I feel I learned a lot from the material presented and the calls we listened to. This is an excellent course and I think it should be part of the training process for all of our new employees. *Charlotte H., Canada*

This course is a great refresher for a veteran dispatcher. You can be in this job 5-10-20 years and still not be fully prepared for these types of calls. Dispatchers are human too and these types of calls affect us even though we're not physically on the scene like first responders. We are not perfect but if we stick to the basics of who, what, where, when and how plus stay on the phone calmly that equals success. I also believe all dispatchers should take this type of course every couple of years just to refresh and especially take it when getting into this type of work if there is no experience involved. This job is not for everyone and it takes special people like us to deal with these types of emergencies. Thanks for offering this course. *Damara T, FL*

Instructor was very prompt on giving feedback to discussion questions. The feedback presented was very knowledgeable and useful in upcoming situations. Information provided in the course was a good refresher and I would recommend it to others. *Charlee L., FL*

The class was great and I am more confident in my ability to handle a suicidal caller. The fact that I am more confident will help me be more relaxed which will make it easier to calm down a caller if necessary. *Roger N., OK*

This was a really good class and I have got some really good ideas from it. I liked to see what other people's point of views are. I also liked to have feedback from the instructor. This was the first online class I have taken and it went well. I learned a lot of good information. *Amy B., IN*

This course has really opened my eyes to what people are feeling when they call in and want to commit suicide. I have learned what questions to ask the caller. One of the major benefits to this class that I will take with me is that no matter what I say and do the caller will do what they intend to do if they are determined to end it. *Kari P., FL*

I really enjoyed this class. I think listening to the calls and reading what other people's view were helped a lot. Its nice getting to listen to those calls and not being the one taking the call, just for the fact of really never having one. This class made me think of ways to be creative about getting info about someone and being kind and letting the caller talk and be heard. That's all some of them need is someone to talk to and know they are being heard. *Jennifer G., ID*

I found this class to be overall very helpful. I think it's really beneficial for people in our line of work to simply be aware of a lot of the facts about suicide that we learned in this course. Just to have that knowledge in the back of your mind can even help when dealing with these calls. Also the tools about how to speak with suicidal callers are very important because they definitely are something that I'm going to be using. *Christine T., Canada*

After taking so many calls of a certain type I think we too often fall into a pattern of categorizing a call unintentionally from the start. I have learned the importance of active listening and remaining unbiased when taking not only suicide calls but other calls as well. *Colette D., LA*

This class has been great. I have enjoyed doing this at my own pace. I would definitely enjoy more classes like this one. I am taking away with me the knowledge that I knew already but was really glad to have told to me it is not the call takers fault that someone commits suicide. We have no control over what others do. (We all know this but sometimes it is hard to remember). *Dana D. TX*

I feel so much more confident now that I have some information to rely on when taking this type of call. I'm going to suggest to our Sheriff that our other dispatchers be able to take advantage of your class. Listening to the calls was probably the best part of the class. To actually hear what is happening during a suicide call and what the call taker was able to accomplish. I hope to take another of your courses later in the year. *Susan S., OH*

For me this had certainly been educating. I've learned so much useful information and my only hope is that when I pick up the phone and a suicidal individual is on the other line – I will be as effective in assisting that individual to recognize life can be better and they in turn decide to ask for help. On the other side of things, I hope that if an individual calls (like the terminally ill man) my tone will be professional and non-judgmental. *Gloria W., Canada*

This class was a refresher course for me but I always enjoy listening to the phone calls which help in what to do and what not to do when confronted with these types of calls. I also enjoy reading what my classmates have to say as their input is most valuable. I appreciated the input from our instructor and I look forward to future classes online with him. *Amber M., TX*

I felt it was beneficial to not only listen to the calls and read the material, but also seeing how communications centers differ and get to read how different departments handle the same calls. I feel I am coming away from this class with new calltaking techniques and am more open minded to ways of handling callers. I appreciate the comments by the instructor. In playing the "devil's advocate", it makes you stop and rethink your comments and go in a different direction. *Sarah P. IN*

I was impressed with the quality of content in a 3-week course and was not at all disappointed with the class. I have taken many online college courses and was unsure what a three-week course could really do and I am impressed. *Tyanne F., ID*

This class was very beneficial for me. I am very new to this job and therefore do not know a whole lot. After taking this class I already feel as though I'm better prepared for my first suicide call (not that I want one though!) Listening to the calls really helped out a lot. Being able to think about what those call takers did and what they didn't do really got me thinking about the calls. I'm sure everyone gets done with a call and thinks there is something they could have done differently, but hopefully this class will help out with that not happening as much. *Megan M., ID*

I have really appreciated this course! This was the first time I have taken a training course online and I can see that there are many benefits for doing it this way. With the exception of the first couple of hours when we set up our personal profiles and such, I was able to do most of this course during slow periods while at work. This kept me from having to adjust my personal schedule in order to take this course and also kept me from having to miss work in order to complete it. I also enjoyed the layout and process of the course. I have printed out the chapters and will add them to my resource catalogues at work so I have them handy if I ever feel the need to review them. And the varied recordings of suicidal phone calls gave us a broad sampling of the kinds of callers and situations we might face sometime in the future. I'm sure that some of them will come to mind when such situations arise. I especially enjoyed reading the comments and interactions of my fellow classmates. We represented a broad diversity of backgrounds, experience and personality and this added a lot to the class. And Tony, your reactions and responses to our comments were also very helpful. I appreciate your work in this area. Thanks much! *Phillip L., TX*