




**PEI-911 Online**

# **COURSE CATALOG**



*I'm a*  
**911 DISPATCHER**  
*what's your*  
 **superpower?**



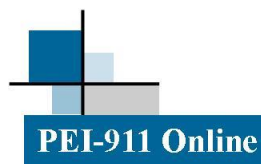
**For questions contact:**

**[info@pei-911.com](mailto:info@pei-911.com) or call 386-239-3514**



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# ABOUT PEI-911 ONLINE

PEI-911 Online provides comprehensive, quality training in a supportive, instructor-led online environment.

PEI-911 Online Courses are:

- **INFORMATIVE** – timely and easy-to-understand instruction provided by top industry experts.
- **INTERACTIVE** – students and instructors continuously interact through emails and online assignments.
- **REWARDING** – students are given the opportunity to network with their peers – to make friends – to share information and discuss subjects of mutual interest.
- **COST-EFFECTIVE** – there are no travel costs and no hidden fees. All course materials and textbooks are included in the tuition.



## FREQUENTLY ASKED QUESTIONS

### What is the format of PEI-911 Online Courses?

PEI-911 Online training courses are instructor-led, interactive and delivered asynchronously with scored assignments and a final exam. **This means that participants may login at any time that is convenient for them on any given day to work on that week's assignments and post responses to the discussion forums.** Each assignment has a maximum point value assigned to it. The maximum point score a participant can achieve by satisfactorily completing all assignments and the final exam is 200 points. Participants must score at least 160 points (80%) to earn certificates of completion awarding training hours.

### Are PEI-911 Online Courses Self-Study?

No, PEI-911 Online courses are not self-study; there is a start date and an end date and assignments that must be completed each week.

### How much time can I expect to spend each week completing assignments?

Depending on the course, you can expect to spend anywhere from 2 to 5 hours per week completing course assignments and interacting with your fellow classmates.

### How long does it take to complete a PEI-911 Online course?

Time frames range from 3 to 6 weeks, depending on the course.

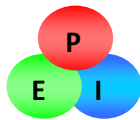
### Do we receive a course textbook?

Yes, all PEI-911 Online courses have comprehensive course textbooks. With most courses, the textbook is downloaded, chapter by chapter, from the course website.

**Any other questions? Email us at [info@pei-911.com](mailto:info@pei-911.com)**

# ABOUT PEI-911 ONLINE - PRINCIPALS

PEI-911 Online is a collaboration of Profile Evaluations, Inc. (PEI) and the Public Safety Group (PSG). Students who successfully complete PEI courses will receive a course certificate from PEI; students who successfully complete PSG courses will receive a course certificate from PSG.



## PROFILE EVALUATIONS, INC.

**Profile Evaluations, Inc. (PEI)** was incorporated in 1988 and is an industry leader in employee selection, training and development. Our employee selection program combines personality and mental ability testing with solid behavior-based interviewing. Our training platform, PEI-911 Online, provides comprehensive instructor-led online training. Our employee development services include job analysis and agency specific performance appraisal systems.

For more information visit [www.pei-911.com](http://www.pei-911.com)



## THE PUBLIC SAFETY GROUP

**The Public Safety Group (PSG)** was incorporated in 1994 to train public safety professionals. The Public Safety Group has provided training for more than 1,000 public safety professionals a month all over the United States. The Public Safety Group's motto is to provide the highest quality training at affordable prices. Our instruction is professional, motivational and can be customized specifically for your agency. We offer live and online training, in-service training you can perform at your location and customizable SOP and training reference manuals.

For more information visit [www.publicsafetygroup.com](http://www.publicsafetygroup.com)

# COURSE DEVELOPERS AND LEAD INSTRUCTORS



**Tony Harrison** is President of the Public Safety Group. He has over 33 years of public safety communications experience. He has lectured to over 20,000 public safety professionals in more than 150 cities, 48 states and 3 countries and presented at national APCO and NENA conferences. He holds a BA in Criminal Justice and a MA in Political Science.

Tony has served as a deputy sheriff, retiring after 20 years with the rank of Captain, and a calltaker, dispatcher, training coordinator and communications supervisor. Tony was the on-duty shift supervisor during the April 1995 bombing of the Alfred P. Murrah federal building in Oklahoma City, the largest domestic terrorist event in U.S. history.

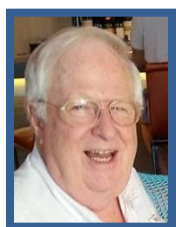
Tony has served on numerous national APCO and NENA committees. He also holds the distinction of APCO life member and Emergency Number Professional (ENP) from NENA.

## COURSE DEVELOPERS AND LEAD INSTRUCTORS



**Candice Solie (Candi)** is Vice President of PEI. She has over 32 years' experience as a public safety communications trainer/consultant and is a well-known speaker and trainer on issues relating to public safety communications selection, training and management. Ms. Solie has extensive knowledge and experience in training course design and instruction and is currently one of the lead course developers and instructors for PEI-911 Online.

Ms. Solie previously served on the APCO Operating Procedures Committee, the APCO Editorial Advisory Committee, and the original P33 APCO Call Center Standards Committee. She also served as the Director of the APCO Institute. During her tenure, she oversaw all Institute operations and designed and co-authored several highly successful new hire and in-service training programs for public safety communications personnel, including *Public Safety Telecommunicator I, 6<sup>th</sup> Edition* (PST1-6) student and instructor courses, *Fire Communications, 1<sup>st</sup> Edition* student and instructor courses, and the *Registered Public Safety Leader (RPL)* certification course.



**Richard Solie (Dick)** is President of PEI. He has worked in the public safety communications industry for over 32 years and currently serves on the APCO Commercial Advisory Council (CAC). He previously served on the APCO Board of Directors, the APCO Management Symposium team, the APCO ADA Committee, the APCO Telematics Committee and the APCO Registered Public Safety Leader (RPL) course development work group. He also is a past Chair of the NENA 9-1-1 Operations Human Resources Committee. Prior to joining PEI, Dick was Executive Vice President

of one of the nation's largest financial services companies where he was responsible for the design and implementation of new products and services, and the selection and development of a direct staff of over 300 employees. Dick holds a Juris Doctorate from William Mitchell College of Law, and is a licensed attorney in the State of Minnesota.

## ADJUNCT INSTRUCTORS

Our adjunct instructors represent some of the finest instructors in public safety communications. Each instructor has extensive public safety communications experience.



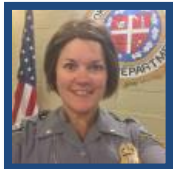
**Paul Barbour** is a highly decorated 29-year veteran of the Edmond Police Department, as well as a professional consultant. His career began as a dispatcher in Locust Grove, OK. After 4 1/2 years as a dispatcher at Locust Grove, he joined the Edmond police Department as an officer and retired as a Lieutenant in 2014. Paul holds an A.S. Degree in Police Science, and is a certified police advanced instructor with CLEET as well as a Certified QPR Instructor and a Certified Internal Affairs Investigator.



Paul was a dispatcher during the time of the Edmond Post Office Massacre in 1986, which remains one of the deadliest workplace violence acts in American History. Paul has responded to numerous volatile situations which include barricaded suspects, high risk actively armed suicidal people, suicidal barricades and hostage situations. He led the Crisis Negotiations Team at the Edmond Police Department for 16 years, beginning with its inception under his leadership in 1998, and is a graduate of the FBI's prestigious National Crisis Negotiation Course.



**Tracy Eldridge** has been in Public Safety since the late 90's. She is currently the 9-1-1 Operations Lead at RapidSOS, a technology company with the mission of transforming emergency communications. She has been a 9-1-1 telecommunicator since 1997 and was the Chief Dispatcher for a Massachusetts communications center from 2003 to 2016; she is also an on-call firefighter/EMT. Her passion for teaching telecommunicators, EMTs and firefighters started in 2006 and in her spare time she travels around the country teaching for the Public Safety Group and working with the Denise Amber Lee Foundation on their Quality Assurance initiative. Her motto is "Life is too short to not know how to save one."



**Michelle Henderson** began her career in 1993 as a police dispatcher with the Oklahoma City Police Department. She worked there for six years answering 911 calls and dispatching officers in the field. During that time, she was also a trainer responsible for overseeing many new dispatchers as they began their career. In 1999, Michelle left dispatch and went to the police academy. She worked as a patrol officer for six years and then was promoted to Investigations as a detective. In 2011, she was promoted to Lieutenant as a first-line supervisor. Michelle is currently assigned to dayshift patrol as a field supervisor on the east side of the city. After leaving dispatch in 1999, Michelle continued to work many overtime hours as a dispatcher. It is only recently that she retired her headset.



**Brian Porter Sr.** has been an instructor for the Public Safety Group for over 16 years bringing over 31 years of public safety experience to the table. He has lectured to hundreds of public safety professionals across the United States and online. Brian is currently a shift supervisor for the Stillwater, Oklahoma Central Communications / E-911 Division where he has served for over 26 years. He has served as call taker, dispatcher, instructor, communications training officer, training coordinator, and supervisor. Brian has completed thousands of hours of training spanning all public safety disciplines including police, fire, EMS, and emergency management. He has vast experience on both sides of the radio having served as a reserve police officer, a volunteer firefighter, and as an intermediate EMT/Field Supervisor for over 14 years. Brian has served as the Oklahoma TERT Coordinator, Vice President of The Oklahoma State Law Enforcement Communications Association, President of the Oklahoma APCO Chapter, and the conference chairman for the Oklahoma Public Safety Conference.

# ONLINE TRAINING COURSES

## **UPDATED 2020!!! ACTIVE ASSAILANT, 5<sup>TH</sup> EDITION**

The active assailant has become a part of modern society. The role of the calltaker/dispatcher is critical and your knowledge of the active shooter protocol will help you save lives. This class will give you a historical perspective and will review numerous incidents including actual 9-1-1 calls and radio tapes. The class will also look at what future active assailant incidents may involve.

### **COURSE OUTLINE:**

#### **Week 1: Introduction to the Active Assailant and the Police/Fire/EMS Response**

- What is the Active Assailant?
- The Mind of the Active Assailant
- Locations of the Active Assailant
- Police Tactics
- Fire and EMS Response

#### **Week 2: The Communications Response**

- The School Shooter: The U.S. Secret Service Study
- The Call taker's Role in an Active Assailant Incident
- The Dispatcher's Role in an Active Assailant Incident
- Case Studies

#### **Week 3: The Active Assailant Terrorist**

- Active Assailant Terrorist
- What Can We Do?
- Threats
- What to Look For
- The *What Ifs* of Active Assailant Incidents
- Nationwide Suspicious Activity Reporting
- Course Wrap-Up and Final Exam

### **PREREQUISITES:**

Public Safety Communications Experience

<b>TERM</b> 3 Weeks Online	<b>TUITION*</b> \$229.00	<b>CREDIT HOURS AWARDED</b> 8	<b>CERTIFICATE FROM:</b> Public Safety Group (PSG)
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*\*Prices subject to change without notice*

*Receive a 10% discount when registering 4 or more students.*



# ONLINE TRAINING COURSES

## BASIC TELECOMMUNICATOR TRAINING, 3<sup>RD</sup> EDITION

This four-week interactive course teaches you the basic skills and responsibilities of a public safety telecommunicator. Topics include roles and responsibilities, legal aspects, interpersonal communications, technologies, telephone techniques, call classification, radio communication, and stress management.

### COURSE OUTLINE:

#### Week 1: Roles and Responsibilities

- The Role of the Public Safety Telecommunicator
- Characteristics of a Telecommunicator
- Organizational Mission
- Telecommunicator Ethics
- Legal Aspects

#### Week 2: Interpersonal Communications and Technologies

- The Communications Process
- Effective Listening
- Customer Service
- The History of 9-1-1
- Technology used in 9-1-1

#### Week 3: Telephone Techniques and Call Processing

- The Basics of Call Taking
- Calming Skills and Techniques
- Call Prioritization
- General Calls
- Fire/EMS Calls
- Law Enforcement Calls

#### Week 4: Radio Communications and Stress Management

- Basic Radio Dispatching
- The Fight-or-Flight Response
- Sources of Stress in Your Life
- Stress Management
- Critical Incident Stress

### PREREQUISITES:

None

# ONLINE TRAINING COURSES

## BASIC TELECOMMUNICATOR TRAINING, 3<sup>RD</sup> EDITION

TERM 4 Weeks Online	TUITION* \$399.00	CREDIT HOURS AWARDED 40	CERTIFICATE FROM: Public Safety Group (PSG)
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*\*Prices subject to change without notice*

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# ONLINE TRAINING COURSES

## BRING IT ON! 2<sup>ND</sup> EDITION: SURVIVING AND SUCCEEDING IN THIS CRAZY, WONDERFUL PROFESSION

This crazy, wonderful profession isn't for everyone. It's tough – it's challenging – and if you don't know how to take care of yourself, it can take a toll on your mind and body. This informative and highly motivational 3-week course is a how-to guide for surviving shift work and stress, handling conflict resolution, and remaining positive in a negative environment. It's **valuable** training for **ALL** communications professionals and a **MUST** for every new hire!!

### COURSE OUTLINE:

#### Week 1: Surviving Shift Work

The Perils of Shiftwork

Surviving Shift Work

Home Life and Relationships – Making a “Bless out of the Mess”

From the Trenches – *Surviving Shiftwork....*

#### Week 2: Becoming Stress Resistant

Common Sources of Stress

From the Trenches – *Living with PTSD...*

Signs and Symptoms of Untreated Long-Term Stress

How Do I Know if I'm Burned Out?

Becoming Stress Resistant – The Six Stress Busters

From the Trenches – *How I became stress-resistant...*

#### Week 3: Handling Conflicts and Remaining Positive in a Negative Environment

Steps for Effective Conflict Resolution

Dealing with Difficult People (*or my coworkers are driving me nuts!!!*)

Confronting a Difficult Coworker

Remaining Positive in a Negative Environment

Strategies for Combating Negativity

From the Trenches – *Remembering why I love my job....*

### PREREQUISITES:

None

TERM	TUITION*	CREDIT HOURS AWARDED	CERTIFICATE FROM:
3 Weeks Online	\$229.00	8	Profile Evaluations, Inc. (PEI)

*\*Prices subject to change without notice*

**Receive a 10% discount when registering 4 or more students.**

# ONLINE TRAINING COURSES

## **UPDATED 2019!!! BUILDING FOR EXCELLENCE, 3<sup>RD</sup> EDITION: MANAGEMENT AND LEADERSHIP TOOLS FOR 9-1-1 PROFESSIONALS**

This comprehensive and motivational course is a **must** for every current or aspiring supervisor or manager. The course looks at management and leadership in terms of personal, organizational, and professional excellence ***within the field of public safety communications***. It applies the proven principles and practices from the wealth of generic training available and ***brings it home to our profession and our unique needs and motivators***.

Building for Excellence, 3<sup>RD</sup> Edition addresses the ***current issues affecting our industry*** and provides you with the tools and information you need to maximize your abilities and build for excellence within your chosen profession.

### **COURSE OUTLINE:**

#### **Week 1: Excellence Begins with You**

- Managing and Leading – Is There a Difference?
- Vision and Values – The Foundation of Leadership
- Understanding Your Personality Type – Not Everyone Thinks Like You!
- Following Your Heart – What Motivates You?

#### **Week 2: Leading with Excellence**

- Qualities of a True Leader
- The Power of Attitude – Become What You Believe
- Setting the Tone for a Positive Culture
- Becoming a True Leader
- Walk the Talk - Evaluating Your Leadership Skills

#### **Week 3: Communicating with Excellence**

- Getting Your Message Out – Skills for Effective Oral Communications
- Are You Listening? – Active Listening Skills to Enhance Comprehension
- How You Write Defines Your Image – Skills for Effective Written Communications

#### **Week 4: Managing with Excellence – Defining Excellence**

- Expect the Best – Establishing a Proactive Performance Evaluation Process
- Developing Performance Standards
- Coaching and Counseling Others
- Encouraging the Heart – Recognizing and Motivating Peak Performance

#### **Week 5: Managing with Excellence – Tackling the Tough Issues**

- Gossips, Complainers and Terminators, Oh My.... Dealing with Problem Employees
- Avoiding Legal Pitfalls – Understanding Liability Issues in the Employment Process

# ONLINE TRAINING COURSES

## BUILDING FOR EXCELLENCE, 3<sup>RD</sup> EDITION: MANAGEMENT AND LEADERSHIP TOOLS FOR 9-1-1 PROFESSIONALS

### COURSE OUTLINE, *CONTINUED*:

#### Week 6: The Changing Face of Public Safety Communications

Challenges and Opportunities – Technology

The Past...the Present....The Future – Next Generation 9-1-1 (NG911)

Challenges and Opportunities – People

Attracting and Retaining a Multi-Generational Workforce

The Future Belongs to You....

### PREREQUISITES:

Public Safety Communications Experience

TERM	TUITION*	CREDIT HOURS AWARDED	CERTIFICATE FROM:
6 Weeks Online	\$399.00	30	Profile Evaluations, Inc. (PEI)

*\*Prices subject to change without notice*

*Receive a 10% discount when registering 4 or more students.*

# ONLINE TRAINING COURSES

## **UPDATED 2019!!! CHALLENGING CALLERS, 3<sup>RD</sup> EDITION: COMMUNICATING WITH CHILDREN, THE ELDERLY AND THE MENTALLY IMPAIRED**

The majority of callers who wish to report a crime or need assistance are ordinary individuals experiencing unordinary events. You know how to take these calls and process them efficiently and effectively. But, what happens when the caller is a child, or is elderly, or is suffering from a mental impairment such as Alzheimer's or Autism? Do you have the tools, and most of all the patience, to assist those callers? This comprehensive 3-week course helps you gain a better understanding of how to effectively communicate with these challenging caller types.

### **COURSE OUTLINE:**

#### **Week 1: The Big Picture**

- Active Listening – The Key to Effective Communications
- General Guidelines for Communicating with Verbally Impaired Callers

#### **Week 2: The Mentally Impaired**

- Mental Illness
- "Frequent Flyers"
- Guidelines for Communicating with the Mentally Impaired
- Suicidal Thoughts or Actions

#### **Week 3: The Elderly and the Child Caller**

- Guidelines for Communicating with Elderly Callers
- Guidelines for Communicating with Child Callers
- Dealing with Autism and Autism Spectrum Disorders (ASD)
- Guidelines for Communicating with an Autistic Child or Adult

### **PREREQUISITES:**

Public Safety Communications Experience

TERM	TUITION*	CREDIT HOURS AWARDED	CERTIFICATE FROM:
3 Weeks Online	\$229.00	8	Profile Evaluations, Inc. (PEI)

*\*Prices subject to change without notice*

*Receive a 10% discount when registering 4 or more students.*

# ONLINE TRAINING COURSES

## COMMUNICATIONS CENTER LIABILITY

We live in a litigious society and the threat of a lawsuit involving communications professionals is real. Liability issues in the communications center have become a major issue. It is important for all members of the communications center to learn skills to reduce liability.

### COURSE OUTLINE:

#### Week 1: Liability Basics

- The Elements of a Lawsuit
- Common Legal Terms
- The Basics of the Court System
- Case Studies

#### Week 2: Liability Exposure

- How to Reduce Your Liability
- Liability for the Trainer
- Federal Laws You Need to be Aware Of

#### Week 3: What Now?

- How to Reduce Agency Liability Exposure
- Five Common Areas of Lawsuits
- Additional Case Studies

### PREREQUISITES:

Public Safety Communications Experience

TERM	TUITION*	CREDIT HOURS AWARDED	CERTIFICATE FROM:
3 Weeks Online	\$229.00	8	Public Safety Group (PSG)

*\*Prices subject to change without notice*

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# ONLINE TRAINING COURSES

## COMMUNICATIONS TRAINING OFFICER, 2<sup>ND</sup> EDITION

This dynamic and comprehensive six-week course provides you with the tools and information you need to **maximize your skills** as a public safety communications **training professional**. Through completion of this course you'll learn how to design and conduct CTO and classroom training that ensures trainees truly learn the skills and knowledge needed to survive and succeed in this rapidly changing and critically important profession.

### COURSE OUTLINE:

#### Week 1: The Big Picture

- The Importance of Standardized Training
- Qualities of an Excellent Trainer
- Roles and Responsibilities of a Communications Training Officer
- Adult Learning Principles and Adult Learning Styles
- Looking Within – Understanding Your Learning Style and Your Personality Type and Motivators

#### Week 2: Getting Your Message Out

- CTO Trainer: Skills for Effective One-on-One Communications
- Classroom Trainer: Skills for Communicating in Front of Groups
- Skills for Communicating Praise and Correction
- Are You Listening? – Active Listening Skills to Enhance Comprehension

#### Week 3: Designing Standardized Classroom and CTO Training Programs

- Identifying Training Needs
- Designing Your CTO and Classroom Training Programs
- Instructional Methodologies and Phase Training
- Writing Lesson Plans, Quizzes and Exams

#### Week 4: Conducting Standardized CTO and Classroom Training

- Guidelines for Conducting CTO Training
- Guidelines for Conducting Classroom Training
- Coaching and Counseling Others
- Encouraging the Heart – Motivating Peak Performance
- Trainer Motivation

#### Week 5: Evaluating Performance

- Performance Documentation Forms (SEG, DOR and Others)
- General Guidelines for Fairly and Accurately Evaluating Trainee Performance
- Completing DORs and Training Documentation Retention

# ONLINE TRAINING COURSES

## COMMUNICATIONS TRAINING OFFICER, 2<sup>ND</sup> EDITION

### COURSE OUTLINE, *CONTINUED*:

#### Week 6: Avoiding Legal Pitfalls and Tackling the Tough Issues

Avoiding Legal Pitfalls – Understanding Training Liability Issues

Tackling the Tough Issues – Common Problems CTOs Encounter

Remediate or Terminate – When is it Time to Throw in the Towel?

### PREREQUISITES:

This course is designed for CTOs, classroom trainers, training coordinators, supervisors, and managers.

<b>TERM</b> 6 Weeks Online	<b>TUITION*</b> \$399.00	<b>CREDIT HOURS AWARDED</b> 30	<b>CERTIFICATE FROM:</b> Profile Evaluations, Inc. (PEI)
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*\*Prices subject to change without notice*

*Receive a 10% discount when registering 4 or more students.*

# ONLINE TRAINING COURSES

## CRIMES IN PROGRESS, 2<sup>ND</sup> EDITION

When Seconds Count®, are you prepared to respond? When 9-1-1 rings, and you have a call that is in progress, are you ready? This class is designed to provide you with the tools you need to respond to a variety of in-progress and high-risk calls. Topics include armed robberies, shootings, homicides, pursuits, and your role in responder safety and child missing calls.

### COURSE OUTLINE:

#### Week 1: Key Principals

- The Role of Speed
- Calming Techniques
- Handling Multiple Call Situations
- Armed Robberies

#### Week 2: When Seconds Count®

- Shootings and Homicides
- Missing Children
- Your Role in Amber Alerts
- Pursuits

#### Week 3: Responder Safety

- Officer Down
- Your Role in Responder Safety
  - Fire/EMS
  - Officer Safety
- Case Studies
- What You Can Do

### PREREQUISITES:

Public Safety Communications Experience

TERM	TUITION*	CREDIT HOURS AWARDED	CERTIFICATE FROM:
3 Weeks Online	\$229.00	8	Public Safety Group (PSG)

*\*Prices subject to change without notice*

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# ONLINE TRAINING COURSES

## **NEW 2019!!! CULTURAL DIVERSITY – RIPPED FROM THE HEADLINES**

More civil unrest has occurred in the past few years than occurred in the previous 40 years. With this backdrop, police officers have been the target of assassinations. This class will address your role in community-oriented policing, cultural diversity, de-escalation techniques and responder targeting. There is no other class on the market that addresses these issues in one comprehensive course.

### **COURSE OUTLINE:**

#### **Week 1: Introduction to Community Policing and Cultural Awareness**

- What is community policing?
- Expectations of customers or callers
- Cultural competency
- Discrimination
- Stereotypes, Prejudices & Biases
- How does it relate to the telecommunicator?

#### **Week 2: Crisis Intervention**

- Crisis state of mind
- Crisis Intervention
- Intervention process
- Do's & Don'ts of crisis intervention

#### **Week 3: Responder Safety & Civil Unrest**

- Violence today
- Responders as targets
- Ambush attacks
- Baltimore case study
- Ferguson case study
- What you can do
- Course Wrap-Up and Final Exam

### **PREREQUISITES:**

Public Safety Communications Experience

TERM	TUITION*	CREDIT HOURS AWARDED	CERTIFICATE FROM:
3 Weeks Online	\$229.00	8	Public Safety Group (PSG)

*\*Prices subject to change without notice*

***Receive a 10% discount when registering 4 or more students.***

# ONLINE TRAINING COURSES

## CUSTOMER SERVICE

Good customer service skills are critical for all public safety communications professionals. Today it is not good enough to be technically competent. You must also provide a high level of service. This three-week course will teach you how to provide great service when handling difficult callers, and how to increase the level of service you provide each day

### COURSE OUTLINE:

#### Week 1: Customer Service Basics

- The Importance of Customer Service
- Who are our Customers?
- Caller Expectations
- Six Sins of Customer Service

#### Week 2: Keys to Customer Service

- Stamp Collecting
- Hooks
- Annoying and Difficult Callers
- Words to Use and Avoid
- How to Defuse Anger

#### Week 3: The Communications Process

- Dealing with Profanity
- What You Can Do to Provide Great Customer Service
- Dispatcher-Field Responder Relations
- Dispatcher-Dispatcher Relations
- The Golden Rule of Dispatch

### PREREQUISITES:

Public Safety Communications Experience

<b>TERM</b> 3 Weeks Online	<b>TUITION*</b> \$229.00	<b>CREDIT HOURS AWARDED</b> 8	<b>CERTIFICATE FROM:</b> Public Safety Group (PSG)
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*\*Prices subject to change without notice*

*Receive a 10% discount when registering 4 or more students.*

# ONLINE TRAINING COURSES

## **UPDATED 2020!!! DOMESTIC VIOLENCE**

Domestic violence is one of the most frequent calls you receive. This interactive three-week course takes a dynamic look at the truths and myths associated with domestic violence. Students will learn the techniques to handle domestic violence calls, why people stay in abusive relationships, the cycle of violence, what is domestic violence, and will review several case studies.

### **COURSE OUTLINE:**

#### **Week 1: What is Domestic Violence?**

- What is Domestic Violence aka Domestic Battering?
- Why Do Partners Batter?
- Why Do People Stay?

#### **Week 2: Truths and Myths**

- The Cycle of Violence
- Attributes of Violent and Non-violent households
- The Battered Woman Syndrome
- Safety Plans
- Non-Traditional Domesticity
- Domesticity Involving Agency Personnel
- Cultural Issues

#### **Week 3: Call Taking Techniques and Case Studies**

- Call Taking Techniques
- Specific Questions for Domestic Violence Calls
- Communicating with the Elderly
- Handling Hysterical Callers
- Domestic Violence Case Studies

### **PREREQUISITES:**

Public Safety Communications Experience

<b>TERM</b> 3 Weeks Online	<b>TUITION*</b> \$229.00	<b>CREDIT HOURS AWARDED</b> 8	<b>CERTIFICATE FROM:</b> Public Safety Group (PSG)
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*\*Prices subject to change without notice*

*Receive a 10% discount when registering 4 or more students.*

# ONLINE TRAINING COURSES

## HIRING RIGHT FOR 9-1-1, 2<sup>ND</sup> EDITION

This four-week interactive online course provides you with the tools and information you need to stop the revolving door of turnover and start hiring right! Informative and practical, this course takes you through each step in the hiring process from laying the foundation to making the final hiring decision.

### COURSE OUTLINE:

#### Week 1: Laying the Foundation

- Creating Your Master Plan
- Understanding the Job – Conducting a Job Analysis
- Understanding Your Potential Workforce - Millennials – The New Breed of Worker
  - Meeting the Needs of our New Breed of Worker in Scheduling, Recruiting and Hiring
- Writing the Job Description

#### Week 2: Narrowing the Field

- Recruiting Candidates using Social Media and Public Education
- Screening Resumes and Application Forms
- Designing and Conducting a Job Preview Session
- Designing and Conducting a Valid and Reliable Testing Process

#### Week 3: Designing and Conducting the Interview

- Designing the Interview
- Conducting a Valid and Reliable AND Legal Interview
- Writing Effective Interview Questions
- Developing an Interview Rating Sheet
- Interpreting the Interview Data

#### Week 4: Conducting the Reference Check and Making the Final Hiring Decision

- Avoiding Legal Pitfalls in the Reference Check and Background Check Process
- Screening Candidates through Social Media
- Developing a Reference Check Form
- Conducting the Reference Check
- Making the Final Hiring Decision

### PREREQUISITES:

This course is designed for all who conduct and/or are involved with the agency hiring process.

TERM	TUITION*	CREDIT HOURS AWARDED	CERTIFICATE FROM:
4 Weeks Online	\$389.00	20	Profile Evaluations, Inc. (PEI)

*\*Prices subject to change without notice*

***Receive a 10% discount when registering 4 or more students.***



# ONLINE TRAINING COURSES

## STRESS: IT'S ALL IN YOUR HEAD

Public Safety Communications professionals work in one of the most stressful jobs in the world. This motivational three-week course will teach you how to deal with your job-related stress as well as how to deal with stress at home. Stress can take a terrible toll on your job performance and your health. If you are going to continue to perform your job at the highest level, you need to learn effective techniques for managing your stressors.

### COURSE OUTLINE:

#### Week 1: What is Stress?

- Definition of Stress
- Stress Reaction of the Body
- Sources of Stress

#### Week 2: Stress Management

- Modern Medicine and Healthy Living
- Techniques for Stress Management
- Determining Your Strategy for Stress Management

#### Week 3: Critical Incident Stress

- Effects of Critical Incident Stress
- How to Survive a Critical Incident

### PREREQUISITES:

None

TERM	TUITION*	CREDIT HOURS AWARDED	CERTIFICATE FROM:
3 Weeks Online	\$229.00	8	Public Safety Group (PSG)

*\*Prices subject to change without notice*

*Receive a 10% discount when registering 4 or more students.*

# ONLINE TRAINING COURSES

## **UPDATED 2020!!! SUICIDE INTERVENTION, 2<sup>ND</sup> EDITION**

This interactive three-week course educates public safety call takers in crisis intervention. Topics include suicide attitudes and facts, risk assessment of caller, risk assessment of responder, and call taker intervention.

### **COURSE OUTLINE:**

#### **Week 1: Suicide Unwrapped**

- Suicide Attitudes
- Suicide Facts and Notions
- What is Suicide?

#### **Week 2: Suicide Intervention**

- Suicide Warning Signs
- Suicide Intervention
- Suicide Intervention Do's & Don'ts
- Assessing the Level of Danger

#### **Week 3: Special Situations**

- "I Work by Myself"
- Internet Suicide Intervention
- Cell Phone Suicide Intervention
- Public Safety and Suicide
- Military and Suicide
- Suicide Call Case Studies

### **PREREQUISITES:**

Public Safety Communications Experience

TERM	TUITION*	CREDIT HOURS AWARDED	CERTIFICATE FROM:
3 Weeks Online	\$229.00	8	Public Safety Group (PSG)

*\*Prices subject to change without notice*

*Receive a 10% discount when registering 4 or more students.*

# COURSE SCHEDULE 2020

## **ACTIVE ASSAILANT, 5<sup>TH</sup> EDITION**

February 3, 2020 – February 23, 2020

April 6, 2020 – April 26, 2020

June 8, 2020 – June 28, 2020

August 10, 2020 – August 30, 2020

November 9, 2020 – November 29, 2020

## **BASIC TELECOMMUNICATOR TRAINING, 3<sup>RD</sup> EDITION**

January 27, 2020 – February 23, 2020

March 23, 2020 – April 19, 2020

May 18, 2020 – June 14, 2020

August 10, 2020 – September 6, 2020

October 19, 2020 – November 15, 2020

December 14, 2020 – January 10, 2021

## **BRING IT ON! 2<sup>ND</sup> EDITION: SURVIVING AND SUCCEEDING IN THIS CRAZY, WONDERFUL PROFESSION**

January 6, 2020 – January 26, 2020

February 3, 2020 – February 23, 2020

March 9, 2020 – March 29, 2020

April 6, 2020 – April 26, 2020

May 4, 2020 – May 24, 2020

June 8, 2020 – June 28, 2020

July 6, 2020 – July 26, 2020

August 3, 2020 – August 23, 2020

September 7, 2020 – September 27, 2020

October 5, 2020 – October 25, 2020

November 2, 2020 – November 22, 2020

## **COURSE SCHEDULE (SEPTEMBER 2019 – DECEMBER 2020)**

### **BUILDING FOR EXCELLENCE, 3<sup>RD</sup> EDITION: MANAGEMENT AND LEADERSHIP TOOLS FOR 9-1-1 PROFESSIONALS**

January 6, 2020 – February 16, 2020

February 17, 2020 – March 29, 2020

March 30, 2020 – May 10, 2020

May 11, 2020 – June 21, 2020

June 22, 2020 – August 2, 2020

August 3, 2020 – September 13, 2020

September 14, 2020 – November 1, 2020

November 2, 2020 – December 13, 2020

### **CHALLENGING CALLERS, 3<sup>RD</sup> EDITION: COMMUNICATING WITH CHILDREN, THE ELDERLY AND THE MENTALLY IMPAIRED**

January 6, 2020 – January 26, 2020

February 3, 2020 – February 23, 2020

March 9, 2020 – March 29, 2020

April 6, 2020 – April 26, 2020

May 4, 2020 – May 24, 2020

June 8, 2020 – June 28, 2020

July 6, 2020 – July 26, 2020

August 3, 2020 – August 23, 2020

September 7, 2020 – September 27, 2020

October 5, 2020 – October 25, 2020

November 2, 2020 – November 22, 2020

### **COMMUNICATIONS CENTER LIABILITY**

February 24, 2020 – March 15, 2020

April 27, 2020 – May 17, 2020

July 6, 2020 – July 26, 2020

September 21, 2020 – October 11, 2020

December 7, 2020 – December 27, 2020

# **COURSE SCHEDULE (SEPTEMBER 2019 – DECEMBER 2020)**

## **COMMUNICATIONS TRAINING OFFICER. 2<sup>ND</sup> EDITION**

January 6, 2020 – February 16, 2020

February 17, 2020 – March 29, 2020

March 30, 2020 – May 10, 2020

May 11, 2020 – June 21, 2020

June 22, 2020 – August 2, 2020

August 3, 2020 – September 13, 2020

September 14, 2020 – November 1, 2020

November 2, 2020 – December 13, 2020

## **CRIMES IN PROGRESS, 2<sup>ND</sup> EDITION**

January 27, 2020 – February 16, 2020

March 30, 2020 – April 19, 2020

May 25, 2020 – June 14, 2020

August 24, 2020 – September 13, 2020

October 26, 2020 – November 15, 2020

## **CULTURAL DIVERSITY – RIPPED FROM THE HEADLINES**

February 17, 2020 – March 5, 2020

April 20, 2020 – May 10, 2020

June 29, 2020 – July 19, 2020

September 14, 2020 – October 4, 2020

November 30, 2020 – December 20, 2020

## **CUSTOMER SERVICE**

February 10, 2020 – March 1, 2020

April 13, 2020 – May 3, 2020

June 15, 2020 – July 5, 2020

September 7, 2020 – September 27, 2020

November 16, 2020 – December 6, 2020

# **COURSE SCHEDULE (SEPTEMBER 2019 – DECEMBER 2020)**

## **DOMESTIC VIOLENCE, 2<sup>ND</sup> EDITION**

January 6, 2020 – January 26, 2020

March 2, 2020 – March 22, 2020

May 4, 2020 – May 24, 2020

July 20, 2020 – August 9, 2020

October 5, 2020 – October 25, 2020

## **HIRING RIGHT FOR 9-1-1, 2<sup>ND</sup> EDITION**

January 13, 2020 – February 9, 2020

February 17, 2020 – March 8, 2020

March 16, 2020 – April 12, 2020

April 20, 2020 – May 17, 2020

May 25, 2020 – June 21, 2020

July 6, 2020 – August 2, 2020

August 10, 2020 – September 6, 2020

September 14, 2020 – October 11, 2020

October 19, 2020 – November 15, 2020

## **STRESS: IT'S ALL IN YOUR HEAD**

January 20, 2020 – February 9, 2020

March 16, 2020 – April 5, 2020

June 1, 2020 – June 21, 2020

August 17, 2020 – September 6, 2020

November 2, 2020 – November 22, 2020

## **SUICIDE INTERVENTION, 2<sup>ND</sup> EDITION**

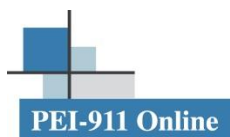
January 13, 2020 – February 2, 2020

March 9, 2020 – March 29, 2020

May 11, 2020 – May 31, 2020

July 27, 2020 – August 16, 2020

October 12, 2020 – November 1, 2020



## ONLINE COURSE REGISTRATION FORM

(Complete one form per Student)

Student Name:	
Student Email Address:	
Agency Name:	
Street Address:	
City/State/Zip code:	
Phone number:	Fax number:

**I would like to register for following course(s): (Check (✓) course name & write-in session start date)**

- |  |                      |          |
|--|----------------------|----------|
| <input type="checkbox"/> Active Assailant                | Class Session: _____ | \$229.00 |
| <input type="checkbox"/> Basic Telecommunicator          | Class Session: _____ | \$399.00 |
| <input type="checkbox"/> Bring it On!                    | Class Session: _____ | \$229.00 |
| <input type="checkbox"/> Building for Excellence         | Class Session: _____ | \$399.00 |
| <input type="checkbox"/> Challenging Callers             | Class Session: _____ | \$229.00 |
| <input type="checkbox"/> Communications Center Liability | Class Session: _____ | \$229.00 |
| <input type="checkbox"/> Communications Training Officer | Class Session: _____ | \$399.00 |
| <input type="checkbox"/> Crimes in Progress              | Class Session: _____ | \$229.00 |
| <input type="checkbox"/> Cultural Diversity              | Class Session: _____ | \$229.00 |
| <input type="checkbox"/> Customer Service                | Class Session: _____ | \$229.00 |
| <input type="checkbox"/> Domestic Violence               | Class Session: _____ | \$229.00 |
| <input type="checkbox"/> Hiring Right for 9-1-1          | Class Session: _____ | \$389.00 |
| <input type="checkbox"/> Stress: It's All in Your Head   | Class Session: _____ | \$229.00 |
| <input type="checkbox"/> Suicide Intervention            | Class Session: _____ | \$229.00 |

### PAYMENT INFORMATION:

☐ Purchase Order#: \_\_\_\_\_ Credit Card: ☐ Visa ☐ MasterCard ☐ Discover

Name on Card: \_\_\_\_\_

Card Number: \_\_\_\_\_

Security Code: \_\_\_\_\_ (last 3 digits on back of card) Expiration Date: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Email receipt to: Name & email address: \_\_\_\_\_

**FAX REGISTRATION FORM TO 386-239-3513**



# CANCELLATION POLICY

PEI-911 Online students are required to pay by credit card or agency purchase order at the time of course registration in order to secure their place in the class. Class size is limited, so please register early.

**Students who wish to cancel their course registration should notify PEI-911 Online in writing.**

If the cancellation request is received **six or more days before the course start date**, PEI-911 Online will remove the student from the course and refund the course registration, **less a \$50.00 cancellation fee**.

If the cancellation request is received **five or less days before the course start date, no refund will be given**. PEI-911 Online courses are repeated on a regular basis so if a student wishes they may transfer their registration to another course start date that is more convenient for their schedule.

PEI-911 Online reserves the right to cancel a course up to five days prior to the course start date. Should PEI-911 Online cancel a course, the student will be notified and given the option of transferring their registration to another course start date, or receiving a refund of their course registration.

Should you have any questions please email [info@pei-911.com](mailto:info@pei-911.com)

## COMPUTER SOFTWARE/HARDWARE REQUIREMENTS

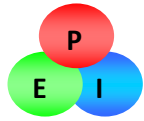
### Software Requirements:

- Web Browser - Netscape or Internet Explorer 4.0 or higher or most recent version of Chrome or FireFox. If you plan on using a browser supplied by your Internet service provider (for example, AOL or WebTV) make sure it is the most recent version.
- E-mail software or a Web browser capable of supporting email activity, including sending/receiving attached files.
- Antivirus software.
- Word processing software (e.g., Microsoft Word, WordPerfect, etc).

### Hardware Requirements:

- Access to an IBM compatible or Macintosh computer system.
- High speed Internet access.
- Access to the online environment for at least 2 hours a week.
- An email account for sending and receiving electronic mail via the Internet

# OTHER PRODUCTS AND SERVICES



PROFILE EVALUATIONS, INC.

For more information visit [www.pei-911.com](http://www.pei-911.com)

## PEI-PRE

***The only employee selection PROGRAM for public safety communications personnel***

PEI-PRE is an employee selection PROGRAM for telecommunicator and communications supervisor personnel. PEI-PRE blends personality and cognitive ability testing with solid behavior-based interviewing. PEI-PRE has a proven track record, it enables you to look at the “total” candidate, and it is a valid predictor of future job performance.

## Comprehensive Personality Profile® (CPP)®

The CPP is part of the test battery used in PEI-PRE. It is also available as a stand-alone assessment tool for those agencies who wish to add personality compatibility assessment to their practical, skill-based testing process. The CPP is specifically validated by PEI for public safety positions (telecommunicator, communications supervisor, entry-level police officer, and EMS field positions). **No other personality assessment tool currently offered for public safety positions gives you the in-depth information provided by the CPP!**

## PEI's Complete Employee Interviewing and Hiring Kit for Public Safety Communications Positions, 2<sup>nd</sup> Edition

PEI's Complete Employee Interviewing and Hiring Kit is included in PEI-PRE. It is also available as a stand-alone product. The Interviewing and Hiring Kit puts YOU in charge of your interviewing and hiring process, from laying the foundation to making the final hiring decision. Each chapter outlines essential information and includes sample documents and checklists that can be customized to any agency's specific organizational needs.

## Consulting Services

- Job Analysis Studies
- Agency-Specific Performance Appraisal Systems
- Agency-Specific New-Hire Classroom and O-J-T Training Programs

## OTHER PRODUCTS AND SERVICES



### THE PUBLIC SAFETY GROUP

For more information visit [www.publicsafetygroup.com](http://www.publicsafetygroup.com)

#### **When Seconds Count® Monthly In-Service Training Program**

The When Seconds Count® in-service training program is the most innovative training method currently available. Each month you will receive a copy of the training by email or U.S. mail. Your agency can then copy the booklet and distribute a copy to each of your employees.

#### **Communications Training Officer (CTO) Training and Evaluation Program Reference Manual**

The Communications Training Officer Training and Evaluation Program reference manual is the most comprehensive CTO training manual in the industry. The manual includes 80 pages of information and forms about CTO-based training. The purpose of the manual is to provide information about CTO-based training and give an agency the information needed to develop a CTO-based training program in their agency. The manual comes in a printed version with a CD. This allows the agency to create a customized program designed specifically for the agency. The CD allows the agency to cut and paste information as needed. The manual contains numerous forms and reports and extensive written material about CTO-based training.

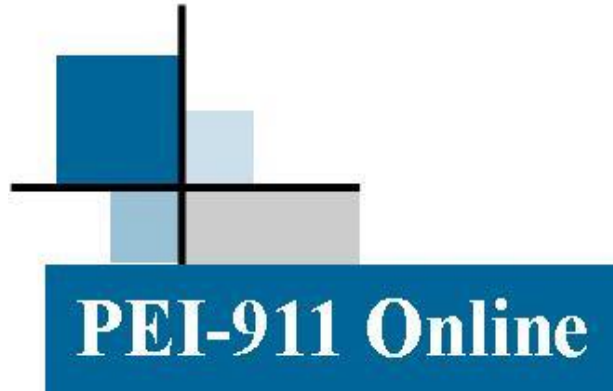
#### **Policy and Procedure Reference Manual**

The policy and procedure reference manual is a must if you are looking at creating or updating your policy and procedures. More than 100 pages of policies and procedures to cut and paste your way to a new manual.

#### **On-Site Seminars**

Our full array of seminars are designed to be taught at your location. They range from four hours to two days and can be customized to fit all your training needs.

Visit our website for a list of our current on-site seminars.



<http://peionline.mrooms.org/>

**PROFESSIONAL TRAINING FOR PUBLIC SAFETY  
COMMUNICATIONS PROFESSIONAL**

For questions contact:

[INFO@PEI-911.COM](mailto:INFO@PEI-911.COM) OR CALL 386-239-3514

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