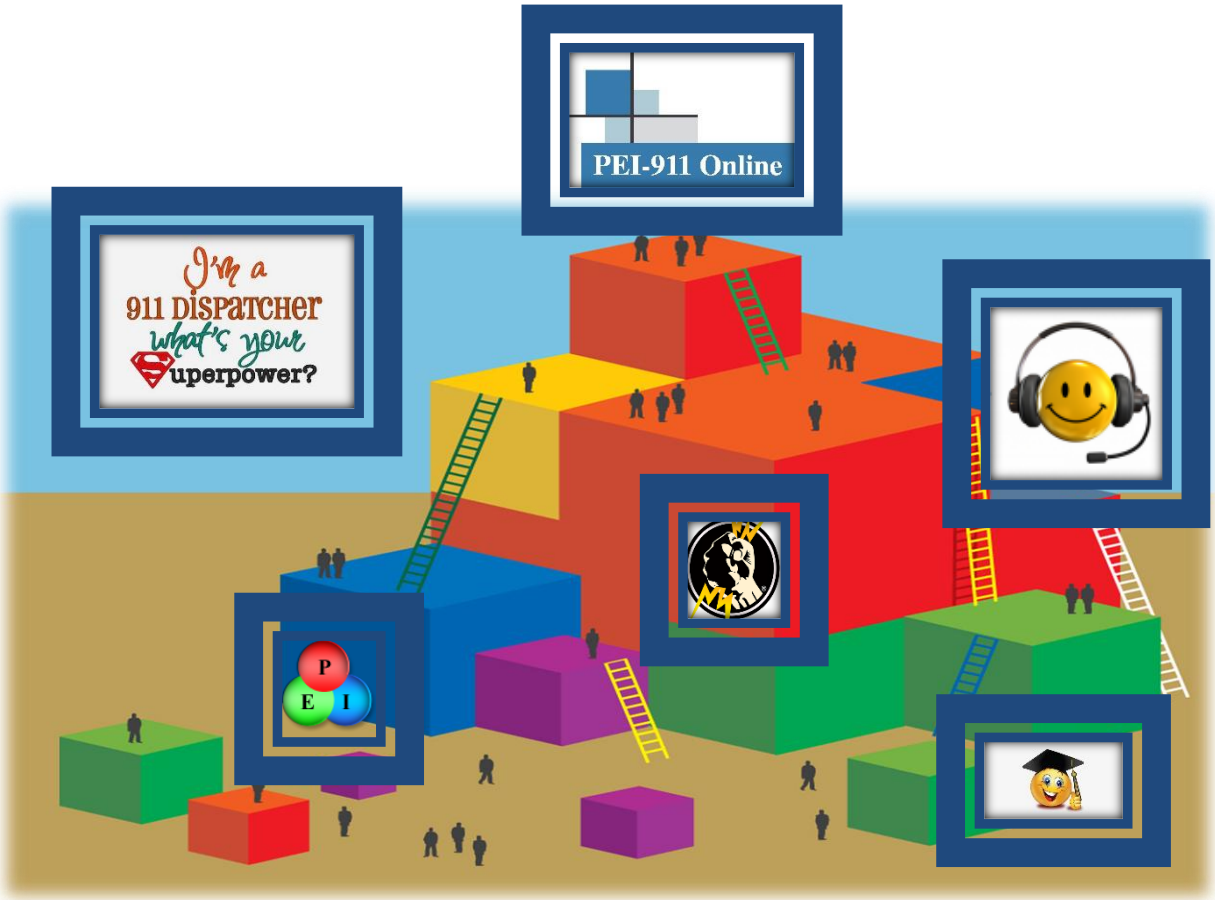
PEI-911 Online

COURSE CATALOG



Profile Evaluations, Inc. (PEI)

The Public Safety Group (PSG)

For questions contact: info@pei-911.com or call 386-239-3514

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PEI-911 Online

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 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**.

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. The textbook is downloaded, chapter by chapter, from the course website.

Any other questions? Email us at 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) has been serving the public safety communications industry since 1988. Experts in employee selection, training and development, PEI was the first to develop and validate an employee selection program specifically for public safety communications personnel, that assessed "soft skills" – personality, mental ability, and multi-tasking – through testing and behavior-based interviewing. In 2007, PEI launched the online training platform – PEI-911 Online, that offers comprehensive, instructor-led online training courses from PEI and the Public Safety Group. PEI-911 Online continues PEI's 38-year dedication to quality and excellence and, due to its popularity, is now the primary focus of PEI's business. For more information visit 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. PSG offers live, virtual and online training that is professional, motivational and can be customized specifically for your agency. For more information visit www.publicsafetygroup.com

COURSE DEVELOPERS AND LEAD INSTRUCTORS

Tony Harrison is President of The Public Safety Group. He has over 39 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 an 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 President of PEI. She has worked in the public safety communications industry for over 39 years and is a well-regarded speaker and trainer on issues relating to public safety communications employee selection, training, and management. She has extensive knowledge and experience in training course design and instruction, as well as job analysis and performance appraisal system design and development for public safety communications positions.

Ms. Solie previously served as the Director of the APCO Institute, the training division of APCO International. 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, 6th Edition* (PST1-6) student and instructor courses, *Fire Communications, 1st Edition* student and instructor courses, and the *Registered Public Safety Leader (RPL)* certification course. She also wrote and presented numerous web seminars relating to employee selection, training, and management. Prior to her tenure at the APCO Institute, Ms. Solie served on the APCO Editorial Advisory Committee and the APCO Call Center Standards Committee.

Richard Solie (Dick) is CFO of PEI. He has over 39 years' experience as a public safety communications consultant. He served four years (two terms) on the APCO Board of Directors as the CAC Board Representative and was the recipient of the 2020 APCO Jack Daniel Award of Distinction for exceptional accomplishments by a commercial member in the field of Public Safety Communications. He also has served on the APCO Strategic Planning Workgroup, the Management Symposium team, the CEI Task Force, the Professional Development Events Committee, the Telematics Committee, and the Registered Public Safety Leader (RPL) course development work group.

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.

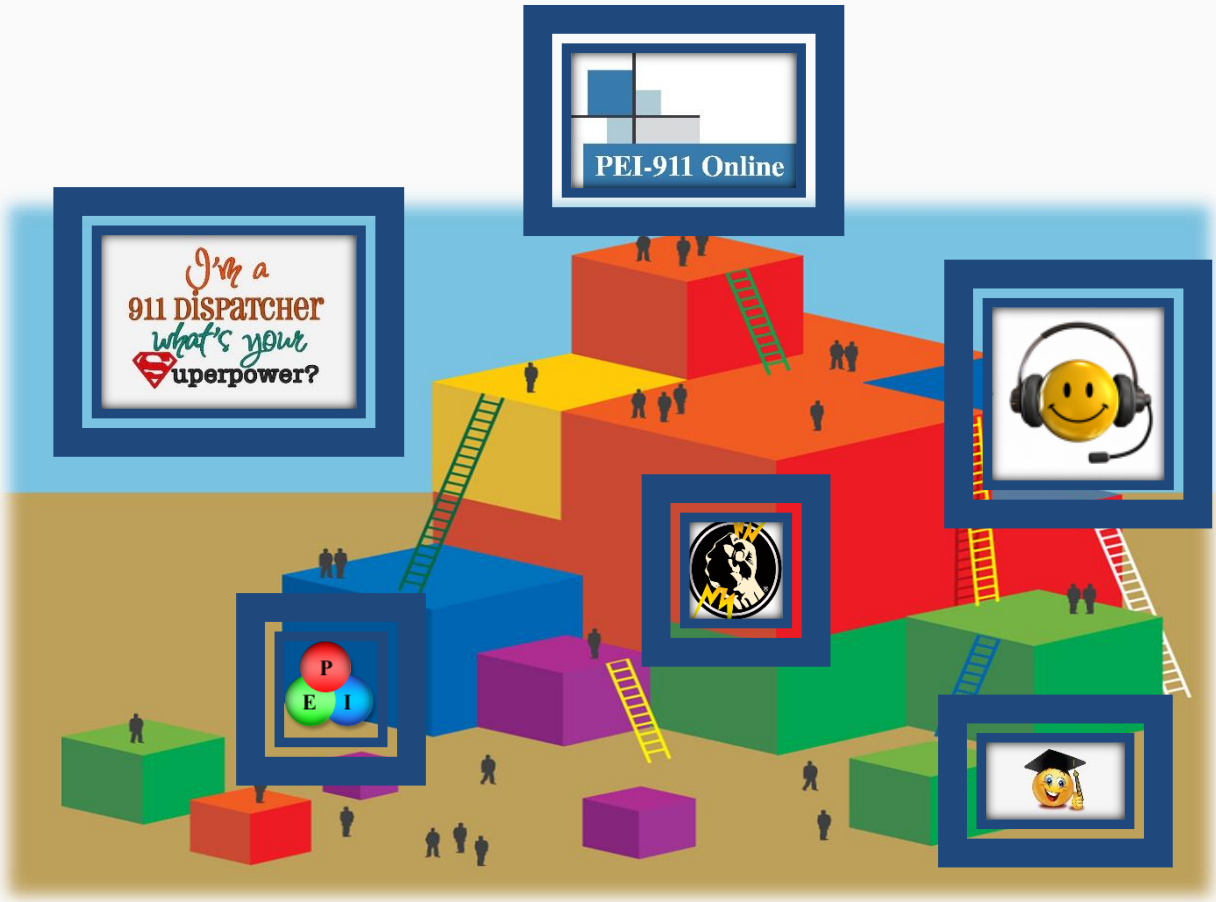
Paul was a dispatcher during the time of the Edmond Post Office Massacre in 1986, which remains one the deadliest workplace violence acts in American History. Paul has responded to numerous volatile situations which include barricaded suspects, high risk actively armed suicidal people, suicidal barricades 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.

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 22 years, bringing over 37 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 31 years. He has served as a 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 15 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

CATEGORY: MANAGEMENT AND LEADERSHIP



Building for Excellence, 4th Edition: Management & Leadership Tools for 9-1-1 Professionals *by Profile Evaluations, Inc.*

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*** *and* provides you with the tools and information you need to build for excellence within your chosen profession.

Hiring Right for 9-1-1, 4th Edition *by Profile Evaluations, Inc.*

This very comprehensive 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. Plus, you receive **112 suggested interview questions**, and sample **Job Description, Self-Screening Questionnaire; Interview Rating Sheet; Interview Summary Sheet** and **Reference Check forms** FREE with your course registration.

COURSE OUTLINES ON FOLLOWING PAGES

BUILDING FOR EXCELLENCE, 4th 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, 4th 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.

PREREQUISITES: Public Safety Communications experience

BENEFITS OF TAKING THIS COURSE:

After taking this course, you will be able to:

- Articulate your vision and values.
- Understand your and your team's unique personality characteristics and motivators.
- Understand and demonstrate the qualities of a true leader.
- Understand and apply the techniques of effective oral and written communications.
- Establish and maintain fair and motivational Performance Standards.
- Recognize and motivate employees to peak performance.
- Understand how to avoid liability issues.
- Understand and apply the techniques for dealing with problem employees.
- Recognize and prepare for the technology and people challenges and opportunities facing public safety communications professionals as our industry evolves.

WHAT YOU'LL RECEIVE:

- **Comprehensive 100+ page course textbook**.
- The ability to interact with your peers – discover common problems – find out what is working for them – share information and materials.
- One-on-one mentoring - feedback and assistance from your instructor.
- Certificate of Completion from **Profile Evaluations, Inc**. awarding **30 training hours**.

COURSE OUTLINE:

Week 1: Excellence Begins with You

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

Week 2: Leading with Excellence

- Qualities of a True Leader
- The Power of Attitude – Become What Your 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
- Active Listening Skills to Enhance Comprehension
- How You Write Defines Your Image – Skills for Effective Written Communication

COURSE OUTLINE, continued:

Week 4: Managing with Excellence – Defining Excellence

- Expect the Best – Establishing a Proactive Performance Evaluation Process
- Developing Performance Standards
- Documenting and Evaluating Performance
- 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

Week 6: The Changing Face of Public Safety Communications

- Challenges and Opportunities: The Past…the Present…The Future – Next Generation 9-1-1
- Challenges and Opportunities: Attracting and Retaining a Multi-Generational Workforce
- The Future Belongs to You….Working Together for the Common Good
- Course Wrap-Up and Final Exam

TUITION: 6 Week Course - $470.00

Register Online

HIRING RIGHT for 9-1-1, 4th Edition

This very comprehensive 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.

PREREQUISITES: Must have experience and/or are familiar with the agency hiring process.

BENEFITS OF TAKING THIS COURSE:

After taking this course, you will be able to:

- Design and conduct an effective hiring and interviewing process.
- Write clear and concise job descriptions and other recruiting and hiring forms and tools.
- Understand how to use social media and other venues to recruit candidates.
- Design a Job Preview session.
- Design and conduct valid, reliable, AND legal behavior-based pre-employment interviews.
- Stop the revolving door of turnover and start hiring right!!

WHAT YOU'LL RECEIVE:

- **Comprehensive 60+-page course textbook; 112 suggested interview questions for a Telecommunicator position; Sample Job Description and Self-Screening Questionnaire; Interview Rating Sheet; Interview Summary Sheet and Reference Check forms. PLUS links to examples of job ads and other recruitment tools used by various agencies.**
- The ability to interact with your peers – discover common problems – find out what's working for them – share information and materials.
- One-on-one mentoring - feedback and assistance from your instructor.
- Certificate of Completion from **Profile Evaluations, Inc**. awarding **20 training hours**.

COURSE OUTLINE:

Week 1: Laying the Foundation

Conducting a Job Analysis
Writing the Job Description
Understanding Your Potential Workforce
Looking Within at Your Center Culture & Environment

Week 2: The Hiring Process – Planning, Recruiting & Testing

Creating Your Master Plan
The Recruiting & Hiring Process
Narrowing the Field – Pre-Employment Testing.

Week 3: The Interviewing Process – Planning, Conducting & Legal Requirements

Planning the Interview & Developing your Interview Questions and Interview Rating Sheet
Common Errors to Avoid when Conducting the Interview
Dealing with the Problem Candidate
Legal Requirements

Week 4: The Hiring Process – Pulling it All Together

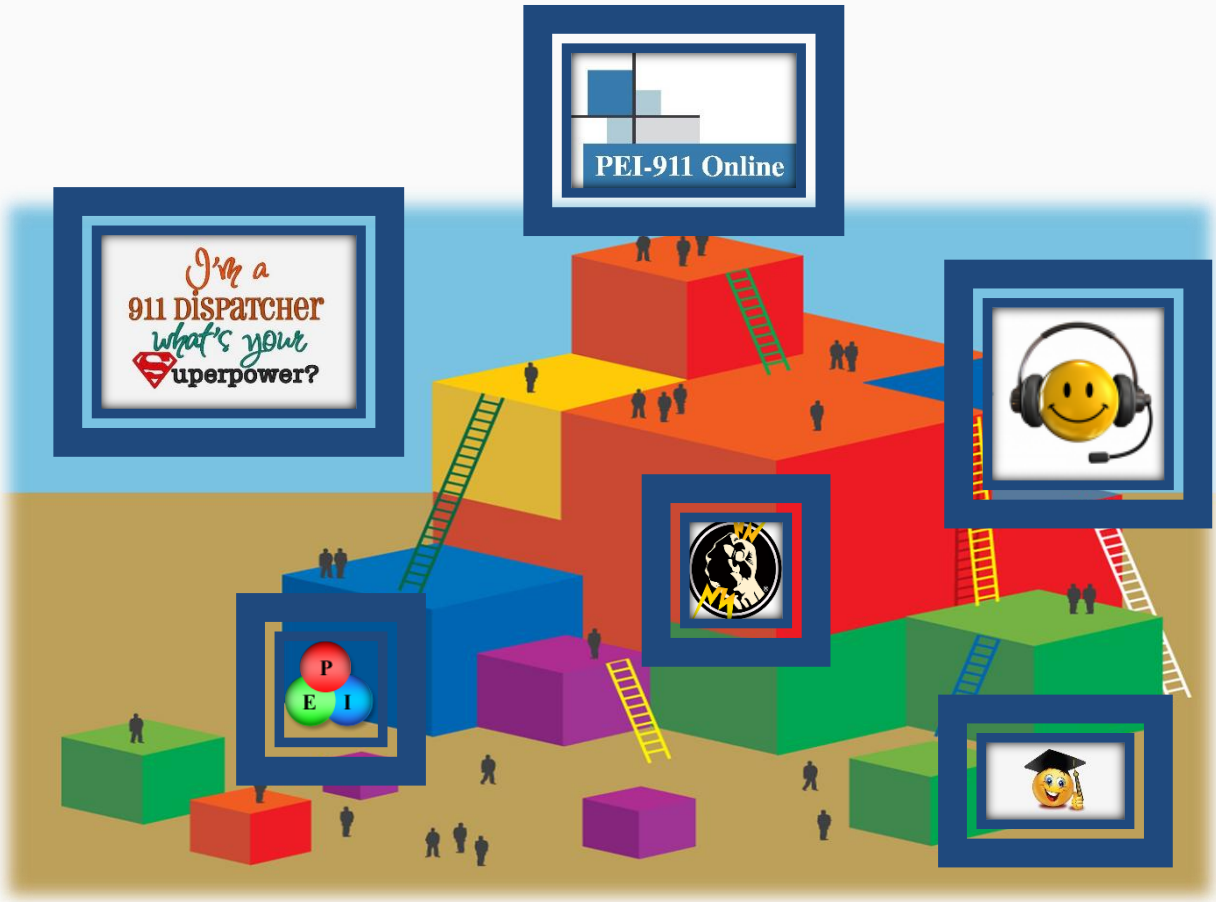
Interpreting the Interview Data
Conducting the Reference Check
Avoiding Legal Pitfalls in the Reference Check and Background Check Process
Screening Candidates Online Through Social Media
Records Retention Requirements
Making the Final Hiring Decision
Looking Within and The Final Word
Course Wrap-Up and Final Exam

TUITION: 4- Week Course - $450.00

Register Online

ONLINE TRAINING COURSES

CATEGORY: TRAINING



Communications Training Officer, 4th Edition *by Profile Evaluations, Inc. and the Public Safety Group*

This very comprehensive course provides you with the tools and information you need to **maximize your skills** as a CTO or classroom trainer. You learn how to design and conduct CTO and classroom training that ensures trainees learn the skills and knowledge needed to succeed in this rapidly changing and critically important profession. Plus, you receive a **model SEG, DOR, Training Action Plan, and Classroom Evaluation Form** FREE with your course registration.

COURSE OUTLINE ON FOLLOWING PAGE

COMMUNICATIONS TRAINING OFFICER, 4th Edition

This dynamic and very comprehensive 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.

PREREQUISITES: Public Safety Communications Experience

BENEFITS OF TAKING THIS COURSE:

After taking this course, you will be able to:

- Design and conduct successful standardized CTO and classroom training programs.
- Understand and apply the qualities of an effective CTO and classroom trainer.
- Understand and apply the techniques for successful oral communications.
- Understand and apply successful coaching and counseling techniques.
- Evaluate and document trainee performance fairly and accurately.
- Recognize and solve common training problems.
- Understand how learning styles impact training.
- Understand how to avoid training liability issues.

WHAT YOU'LL RECEIVE:

- **Comprehensive 100+ page course textbook, Sample Standard Evaluation Guidelines (SEG), Daily Observation Report (DOR), Training Action Plan, Classroom Evaluation Form, CTO Trainer Critique Form and Classroom Trainer Critique Form.**
- The ability to interact with your peers – discover common problems – find out what's working for them – share information and materials.
- One-on-one mentoring - feedback and assistance from your instructor.
- Certificate of CTO Completion from **Profile Evaluations, Inc**. and the **Public Safety Group** awarding **30 training hours.**

COURSE OUTLINE:

Week 1: The Big Picture

- Objectives of a Standardized Training Program
- Qualities of an Excellent Trainer
- Roles and Responsibilities of a Communications Training Professional
- Adult Learning Principles and Adult Learning Styles

Week 2: Getting your Message Out

- Active Listening Skills to Enhance Comprehension
- Skills for Communicating One-on-One
- Skills for Communicating Praise and Correction
- Skills for Communicating to a Group

Week 3: Designing Standardized CTO and Classroom Training Programs

- Basic Elements to Remember
- Levels of Learning
- Instructional Methodologies
- Identifying Training Needs and Writing Lesson Plans
- Structuring Your CTO Training Program

Week 4: Conducting Standardized CTO and Classroom Training

- Rates of Learning
- Conducting CTO Training
- Coaching and Counseling Others
- Conducting Classroom Training
- Encouraging the Heart – Motivating Peak Performance
- Trainer Motivation

COURSE OUTLINE, continued:

Week 5: Evaluating Performance

- Standard Evaluation Guidelines (SEG)
- Performance Evaluation Forms (Daily Observation Form (DOR), Training Action Plan, Classroom Training Evaluation Form)
- General Guidelines for Evaluating Trainee Performance

Week 6: Avoiding Legal Pitfalls and Tackling the Tough Issues

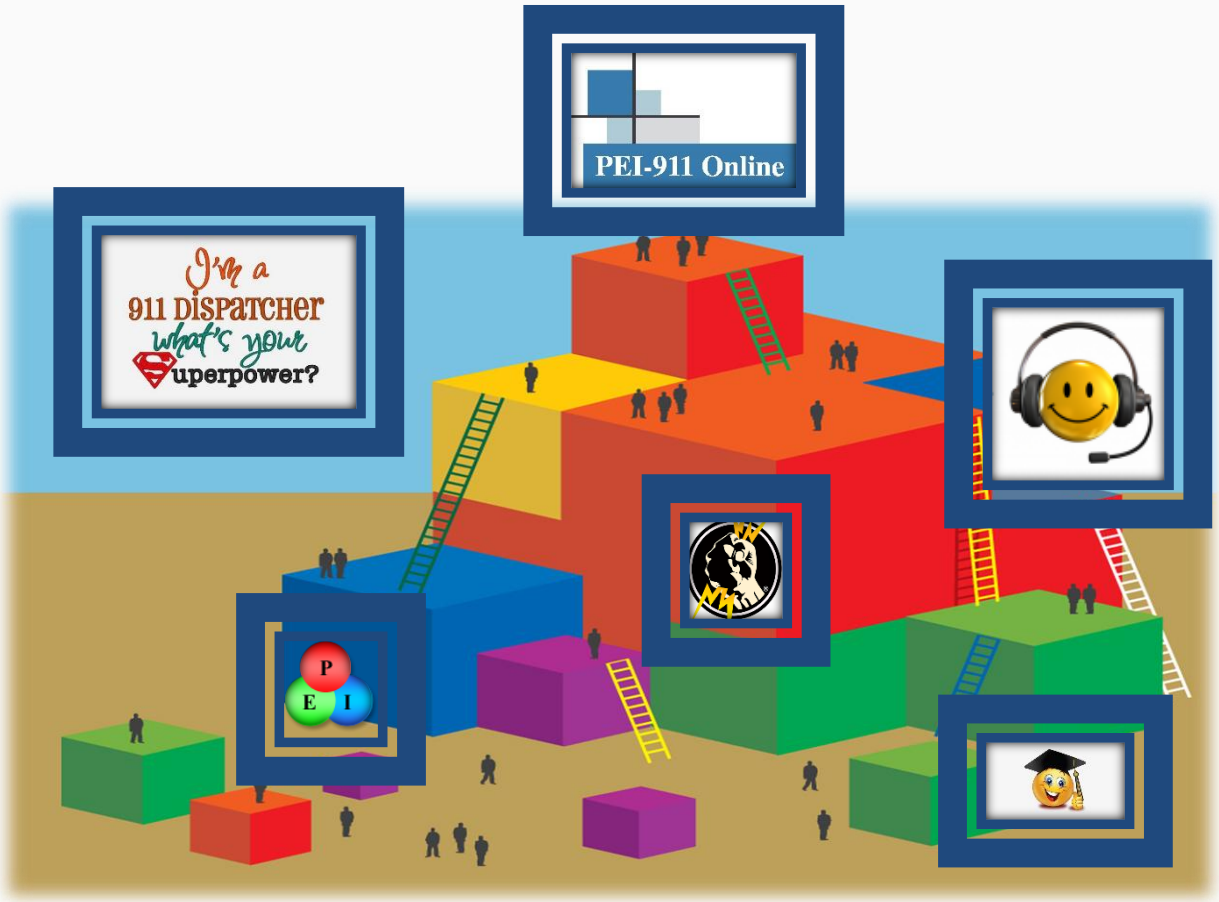
- Avoiding Legal Pitfalls – Civil Claims of Negligence
- Tackling the Tough Issues – Common Problems CTOs Encounter
- Remediate or Terminate?
- Course Wrap-Up and Final Exam

TUITION: 6-Week Course - $470.00

Register Online

ONLINE TRAINING COURSES

CATEGORY: STRESS/HEALTH & WELLNESS



Empowering You! 2nd Edition: Conquering Shift Work, Stress & Negativity *by Profile Evaluations, Inc.*

This highly motivational course is designed to equip you with the necessary skills and knowledge to effectively control the perils of shift work, stress, and negativity. It's about empowering ***you*** so that ***you*** can be in control of the negatives of the job instead of the negatives controlling you! Whether you are a seasoned professional or a newcomer, this course is essential for all communications professionals.

Stress: It's All in Your Head *by The Public Safety Group*.

This informative course teaches you how to deal with your job-related stress as well as how to deal with stress at home. 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 OUTLINES ON FOLLOWING PAGES

EMPOWERING YOU! 2nd Edition: CONQUERING SHIFT WORK, STESS & NEGATIVITY

This highly motivational course is designed to equip you with the necessary skills and knowledge to effectively control the perils of shift work, stress, and negativity. It's about empowering ***you*** so that ***you*** can be in control of the negatives of the job instead of the negatives controlling you! Whether you are a seasoned professional or a newcomer, this course is essential for all communications professionals.

PREREQUISITES: None

BENEFITS OF TAKING THIS COURSE:

After taking this course, you will be able to:

- Understand the effects shift work has on your mind and body.
- Understand and apply proven techniques to help you take control & conquer the perils of shift work.
- Understand the effects stress has on your mind and body.
- Understand and apply the techniques to take control and become stress resistant.
- Understand and apply the techniques for effective conflict resolution.
- Understand and apply the techniques for confronting a difficult coworker
- Understand and apply the techniques for remaining positive in a negative environment.

WHAT YOU'LL RECEIVE:

- The ability to interact with your peers – discover common problems – find out what is working for them – share information and materials.
- One-on-one mentoring - feedback and assistance from your instructor.
- Certificate of Completion from **Profile Evaluations, Inc**. awarding **8 training hours**

COURSE OUTLINE:

Week 1: Conquering Shift Work

- The Perils of Shiftwork
- Conquering Shift Work
- Home Life and Relationships – Making a "Bless out of the Mess"

Week 2: Conquering Stress

- Common Sources of Stress
- Signs and Symptoms of Stress
- Burn Out
- Post Traumatic Stress Disorder (PTSD)
- Vicarious Trauma
- Becoming Stress Resistant – The Six Stress Busters

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
- Course Wrap-Up and Final Exam

TUITION: 3 Week Course from Profile Evaluations, Inc. - $270.00

Register Online

STRESS: IT'S ALL IN YOUR HEAD

Public Safety Communications professionals work in one of the most stressful jobs in the world. This motivational 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.

PREREQUISITES: None

BENEFITS OF TAKING THIS COURSE:

After taking this course, you will be able to:

- Take an active role in the management of stress in your life.
- Identify and deal with sources of stress.
- Understand what modern medicine knows and doesn't know about healthy living.
- Understand the effects of critical incident stress and how to survive a critical incident.
- Realize the many benefits of reduced stress in your life.

WHAT YOU'LL RECEIVE:

- The ability to interact with your peers – discover common problems – find out what's working for them – share information and materials.
- One-on-one mentoring - feedback and assistance from your instructor
- Certificate of Completion from the **Public Safety Group** awarding **8 training hours**.

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

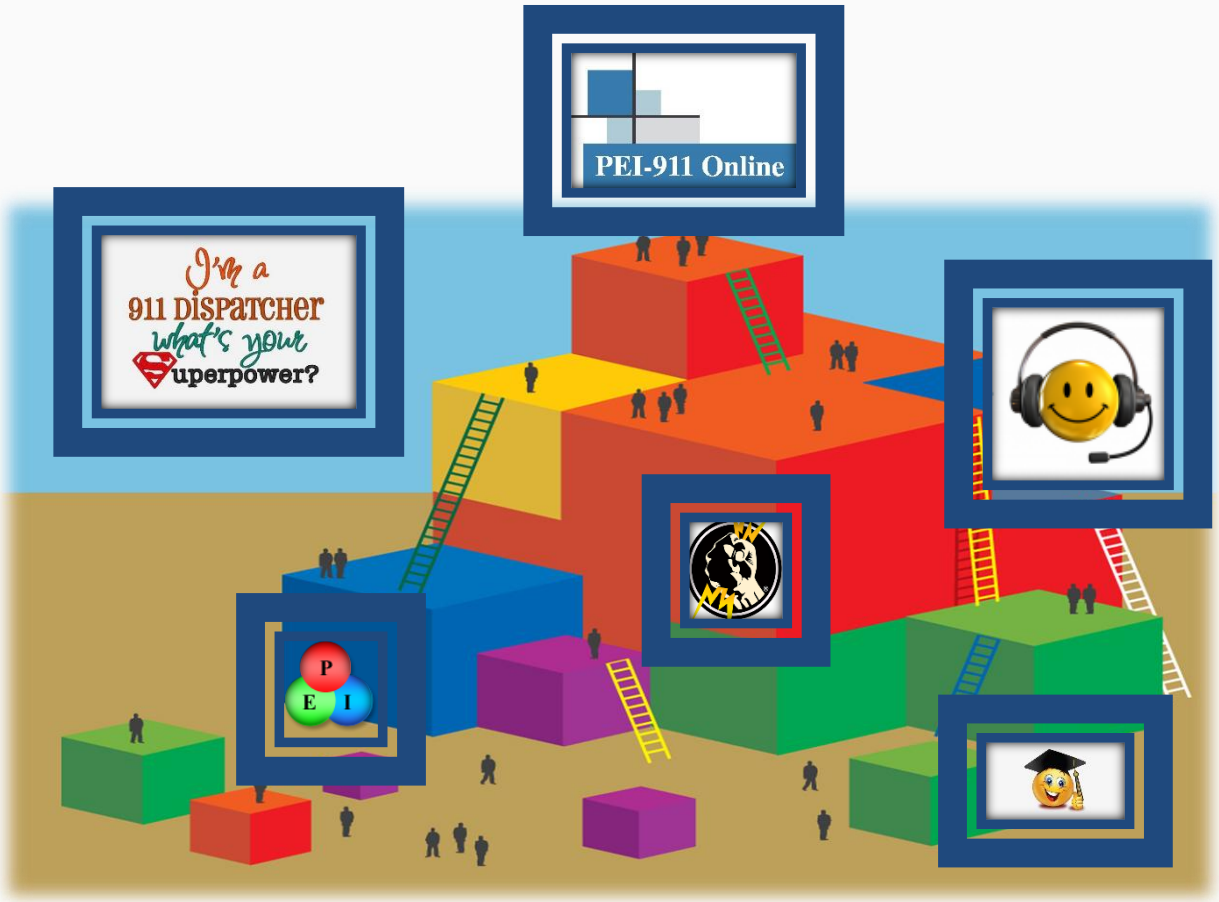
Effects of Critical Incident Stress
How to Survive a Critical Incident
Course Wrap-Up and Final Exam

TUITION: 3 Week Course - $270.00

Register Online

ONLINE TRAINING COURSES

CATEGORY: CALL-TAKING/DISPATCHING



Active Assailant, 8th Edition *by The Public Safety Group*

The active assailant has become a part of modern society. This class gives you a historical perspective and will review numerous incidents including actual 9-1-1 calls and radio tapes.

Basic Telecommunicator Training, 3rd Edition *by The Public Safety Group*.

This 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.

Challenging Callers 4th Edition: Communicating with Children, the Elderly and the Mentally Impaired *by Profile Evaluations, Inc.*

Sometimes a caller is a small child, or is elderly, or 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 course helps you gain a better understanding of how to effectively communicate with these challenging caller types.

ONLINE TRAINING COURSES

CATEGORY: CALL-TAKING/DISPATCHING

Communications Center Liability, 3rd Edition *by The Public Safety Group*

The Communications Center Liability course will help you understand your exposure to liability; it will help you understand basic legal terms and their impact on your operations; and it will help you understand how to reduce liability issues surrounding your agency.

Customer Service *by The Public Safety Group*

Today it is not good enough to be technically competent. You must also provide a high level of service. This course teaches you how to increase the level of customer service you provide each day.

Cultural Diversity, 3rd Edition: Ripped from the Headlines *by The Public Safety Group*

More civil unrest has occurred in the past few years than occurred in the previous 40 years. This class addresses your role in community-oriented policing, cultural diversity, de-escalation techniques and responder targeting.

Crimes in Progress, 3rd Edition *by The Public Safety Group*

This class provides 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.

Domestic Violence, 3rd Edition *by The Public Safety Group*

This course takes a dynamic look at the truths and myths associated with domestic violence. You'll learn techniques for handling domestic violence calls, why people stay in abusive relationships, the cycle of violence and review several case studies.

Suicide Intervention, 3rd Edition *by The Public Safety Group*

This interactive 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 OUTLINES ON FOLLOWING PAGES

ACTIVE ASSAILANT, 8th 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.

PREREQUISITES: Public Safety Communications Experience

BENEFITS OF TAKING THIS COURSE:

After taking this course, you will be able to:

- Define the active assailant.
- Understand the roles of law enforcement, fire and EMS during an active assailant incident.
- Understand the role of the telecommunicator during an active assailant incident.
- Understand what has happened in a variety of active assailant situations.
- Be able to anticipate what could happen during an active assailant call.
- Understand how terrorism and the active assailant could merge in the future.

WHAT YOU'LL RECEIVE:

- The ability to interact with your peers – discover common problems – find out what's working for them – share information and materials.
- One-on-one mentoring - feedback and assistance from your instructor.
- Certificate of Completion from the **Public Safety Group** awarding **8 training hours**

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
- EMS and Fire Considerations

Week 2: The Communications Response

- The School Shooter: The US Secret Service Study
- The FBI Study
- The Calltaker'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

TUITION: 3 Week Course from the Public Safety Group- $270.00

Register Online

BASIC TELECOMMUNICATOR TRAINING, 3rd Edition

This 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.

PREQUISITIES: None

BENEFITS OF TAKING THIS COURSE:

After taking this course, you will be able to:

- Understand the role and responsibilities of a public safety telecommunicator.
- Understand and demonstrate the basic skills needed to perform as a public safety telecommunicator.
- Employ basic stress management skills.
- Understand the liability aspects of public safety communications.

WHAT YOU WILL RECEIVE:

- The ability to interact with your peers – discover common problems – find out what is working for them – share information and materials.
- One-on-one mentoring - feedback and assistance from your instructor.
- Certificate of Completion from the **Public Safety Group** awarding **40 training hours**.

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

- 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
- Course Wrap-Up and Final Exam

TUITION: 4-Week Course from the Public Safety Group - $475.00

Register Online

CHALLENGING CALLERS, 4th Edition –
Communicating with Children, the Elderly and the Mentally Impaired

Some calls are fairly straightforward. Someone has an incident to report, you gather the details, and you send help. But then there are those other calls. The ones that test your patience, your training, and your skills. These callers are not trying to frustrate you. They have important information to share, but they might not know how to say it, or they might not have an accurate grasp of reality. When communication breaks down, it is incredibly difficult to give them the help they need. As a public safety communications professional, you need to be a master communicator. This course will help you build the skills to demonstrate that mastery, no matter who is on the other end of the line.

PREREQUISITES: Public Safety Communications Experience

BENEFITS OF TAKING THIS COURSE:

After taking this course, you will be able to:

- Understand and apply effective active listening techniques.
- Understand and apply the general guidelines for communicating with verbally impaired callers.
- Develop an understanding of the most common serious mental illnesses that inhibit communication.
- Understand and apply the general guidelines for communicating with the mentally impaired.
- Understand and apply general guidelines for communicating with the elderly, including those with Alzheimer's.
- Understand and apply general guidelines for communicating with children, including those with Autism.

WHAT YOU'LL RECEIVE:

- The ability to interact with your peers – discover common problems – find out what is working for them – share information and materials.
- One-on-one mentoring - feedback and assistance from your instructor.
- Certificate of Completion from **Profile Evaluations, Inc.**, awarding **8 training hours**.

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

- Common Serious Mental Illness
- "Frequent Flyers"
- Guidelines for Communicating with the Mentally Impaired
- Specific Suggestions for Communicating with a Person with Alzheimer's
- Suicidal Thoughts or Actions

Week 3: The Elderly and the Child Caller

- The Elderly
  - Guidelines for Communicating with Elderly Callers
- Child Callers
  - Guidelines for Communicating with Child Callers
- Dealing with Autism and Autism Spectrum Disorders (ASD)
  - Guidelines for Communicating with an Autistic Child or Adult
  - Reported Missing Autistic Child or Adult
- Course Wrap-Up and Final Exam

TUITION: 3 Week Course - $270.00

Register Online

Communications Center Liability, 3rd Edition

The Communications Center Liability course will help you understand your exposure to liability; it will help you understand basic legal terms and their impact on your operations; and it will help you understand how to reduce liability issues surrounding your agency.

PREREQUISITES: Public Safety Communications Experience

BENEFITS OF TAKING THIS COURSE:

After taking this course, you will be able to:

- Understand your exposure to liability.
- Understand basic legal terms and their impact on your operations.
- Reduce liability issues surrounding your agency.
- Examine numerous cases from around the country.

WHAT YOU'LL RECEIVE:

- The ability to interact with your peers; discover common problems; find out what's working for them; share information and materials.
- One-on-one mentoring—feedback and assistance from your instructor.
- Certificate of Completion from the **Public Safety Group** awarding **8 training hours**.

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
- Trainer Liability
- Federal Laws You Must Know
- Courtroom & Deposition Testimony

Week 3: What Now?

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

TUITION: 3 Week Course - $270.00

Register Online

CRIMES IN PROGRESS, 3rd 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 human trafficking and child missing calls.

PREREQUISITES: Public Safety Communications Experience.

BENEFITS OF TAKING THIS COURSE:

After taking this course, you will be able to:

- Identify proper calming techniques to use during in-progress calls.
- Identify key questions for armed robberies, shootings, and homicides.
- Understand your role in missing children calls.
- Identify your role in AMBER alerts.
- Understand your role in human trafficking calls
- Understand your role in responder safety.

WHAT YOU'LL RECEIVE:

- The ability to interact with your peers, to discover common problems, to find out what's working for them, to share information and materials.
- One-on-one mentoring, feedback, and assistance from your instructor.
- Certificate of Completion from the **Public Safety Group** awarding **8 training hours**.

COURSE OUTLINE:

Week 1: Key Principals

- The Role of Speed
- Calming Techniques
- Handling Multiple-Call Situations
- Traffic Accidents, Shootings, Disasters, Active Shooters, Armed Robberies, Bank Robberies

Week 2: When Seconds Count®

- Shootings and Homicides
- Missing Children
- Your Role in AMBER Alerts
- Human Trafficking
- Pursuits

Week 3: Responder Safety

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

TUITION: 3 Week Course - $270.00

Register Online

CULTURAL DIVERSITY, 3rd Edition – 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.

PREREQUISITES: Public Safety Communications Experience

BENEFITS OF TAKING THIS COURSE:

After taking this course, you will be able to:

- Know your role in community policing.
- Develop techniques to respond to callers in crisis.
- Learn about hidden bias and its impact on call taking.
- Learn more about responder safety.
- Learn lessons from others who have experienced civil unrest.

WHAT YOU'LL RECEIVE:

- The ability to interact with your peers – discover common problems – find out what's working for them – share information and materials.
- One-on-one mentoring - feedback and assistance from your instructor.
- Certificate of Completion from the **Public Safety Group** awarding **8 training hours**.

COURSE OUTLINE:

Week 1: Introduction to Community Policing and Cultural Awareness

- Community Policing
- Expectations of Customers
- Cultural Competency
- Our History of Discrimination
- Biases and Behavior
- How Does This Relate to Telecommunicators?

Week 2: Crisis Intervention

- Extremism in the United States
- Crisis State of Mind
- Crisis Intervention
- Behavior Change
- Active Listening Skills

Week 3: Responder Safety and Civil Unrest

- Violence Today
- Responders as Targets
- Ambush attacks
- Case Studies
- What Can Telecommunicators Do?
- Course Wrap-Up and Final Exam

TUITION: 3 Week Course - $270.00

Register Online

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.

PREREQUISITES: Public Safety Communications Experience

BENEFITS OF TAKING THIS COURSE:

After taking this course, you will understand:

- Who are your "customers?"
- How to provide the highest level of service.
- The importance of providing high levels of service.
- How to provide great service when handling difficult callers.

WHAT YOU'LL RECEIVE:

- The ability to interact with your peers – discover common problems – find out what is working for them – share information and materials.
- One-on-one mentoring – feedback and assistance from your instructor.
- Certificate of completion from the **Public Safety Group** awarding **8 training hours**.

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
- Course Wrap-up and Final Exam

TUITION: 3 Week Course - $270.00

Register Online

DOMESTIC VIOLENCE, 3rd Edition

Domestic violence is one of the most frequent calls you receive. This interactive 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.

PREREQUISITES: Public Safety Communications Experience

BENEFITS OF TAKING THIS COURSE:

After taking this course, you will be able to:

- Understand why people stay in abusive relationships.
- Understand the myths surrounding domestic violence.
- Handle domestic violence calls more effectively.

WHAT YOU'LL RECEIVE:

- The ability to interact with your peers – discover common problems – find out what is working for them – share information and materials.
- One-on-one mentoring - feedback and assistance from your instructor.
- Certificate of Completion from the **Public Safety Group** awarding **8 training hours**.

COURSE OUTLINE:

Week 1: What is Domestic Violence?

- What is Domestic Violence aka Domestic Battering?
- Why do Partners Batter?
- Why do Partners Stay?
- Case Study: Gabby Petito
- Final Thoughts: Strangulation

Week 2: Truths and Myths

- The Cycle of Violence
- Attributes of Violent and Non-violent Households
- The Battered Woman Syndrome
- Safety Plans
- Non-Traditional Domestic Violence
- Call Taking Tips
- Domestics Involving Agency Personnel
- Cultural Issues

Week 3: Threat Assessment & Call Taking Techniques

- Domestic Violence Lethality Risk Assessment Programs
- Risks to Officer Safety
- Call Taking Techniques & Calming Techniques
- Specific Questions for Domestic Violence Calls
- Liability Issues
- Domestic Violence Case Studies
- Course Wrap-Up and Final Exam

TUITION: 3 Week Course - $270.00

Register Online

SUICIDE INTERVENTION, 3rd 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.

PREREQUISITES: Public Safety Communications Experience

BENEFITS OF TAKING THIS COURSE:

After taking this course, you will be able to:

- Understand the attitudes and facts surrounding suicide.
- Understand and employ effective suicide intervention techniques.
- Understand how to assess the level of danger to the caller, responders and innocent people in the area.
- Handle suicide calls more effectively.

WHAT YOU'LL RECEIVE:

- The ability to interact with your peers – discover common problems – find out what is working for them – share information and materials.
- One-on-one mentoring - feedback and assistance from your instructor.
- Certificate of Completion from the **Public Safety Group** awarding **8 training hours**.

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
- Risk Assessment to Responders
- Suicide by Cop

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
- Course Wrap-up and Final exam

TUITION: 3-Week Course - $270.00

Register Online

PEI-911 Online

2027 TRAINING COURSE SCHEDULE

MANAGEMENT & LEADERSHIP

Building for Excellence, 4th Edition: Management & Leadership Tools for 9-1-1 Professionals - 6 Week Course - $470.00

January 4, 2027 – February 14, 2027
February 1, 2027 – March 14, 2027
March 8, 2027 – April 18, 2027
April 12, 2027 – May 23, 2027
May 3, 2027 – June 13, 2027
May 31, 2027 – July 11, 2027
July 5, 2027 – August 15, 2027
August 2, 2027 – September 12, 2027
September 6, 2027 – October 17, 2027
October 4, 2027 – November 14, 2027
November 1, 2027 – December 12, 2027

Hiring Right for 9-1-1, 4th Edition – 4 Week Course - $450.00

February 1, 2027 – February 28, 2027
March 29, 2027 – April 25, 2027
May 3, 2027 – May 30, 2027
October 4, 2027 – November 1, 2027

TRAINING

Communications Training Officer, 4th Edition - 6 Week Course - $470.00

January 4, 2027 – February 14, 2027
February 1, 2027 – March 14, 2027
March 8, 2027 – April 18, 2027
April 12, 2027 – May 23, 2027
May 3, 2027 – June 13, 2027
May 31, 2027 – July 11, 2027
July 5, 2027 – August 15, 2027
August 2, 2027 – September 12, 2027
September 6, 2027 – October 17, 2027
October 4, 2027 – November 14, 2027
November 1, 2027 – December 12, 2027

PEI-911 Online

2027 TRAINING COURSE SCHEDULE

STRESS/HEALTH & WELLNESS

Empowering You! Conquering Shift Work, Stress & Negativity - 3 Week Course - $270.00

January 4, 2027 – January 24, 2027
February 1, 2027 – February 21, 2027
March 1, 2027 – March 21, 2027
April 5, 2027 – April 25, 2027
May 6, 2027 – May 23, 2027
May 31, 2027 – June 20, 2027
June 28, 2027 – July 18, 2027
August 2, 2027 – August 22, 2027
August 30, 2027 – September 19, 2027
October 4, 2027 – October 24, 2027
November 1, 2027 – November 21, 2027
November 22, 2027 – December 12, 2027

Stress: It's All in Your Head – 3 Week Course - $270.00

February 22, 2027 – March 14, 2027
April 19, 2027 – May 9, 2027
June 28, 2027 – July 18, 2027
August 23, 2027 – September 12, 2027
October 8, 2027 – October 28, 2027
December 6, 2027 – January 2, 2028

CALL-TAKING/DISPATCHING

Active Assailant, 8th Edition – 3 Week Course - $270.00

February 1, 2027 – February 21, 2027
March 22, 2027 – April 11, 2027
May 10, 2027 – May 30, 2027
June 21, 2027 – July 11, 2027
August 9, 2027 – August 29, 2027
September 27, 2027 – October 17, 2027
November 22, 2027 – December 12, 2027

Basic Telecommunicator Training, 3rd Edition – 4 Week Course - $475.00

January 4, 2027 – January 31, 2027
March 8, 2027 – April 4, 2027
April 26, 2027 – May 23, 2027
July 5, 2027 – August 1, 2027
August 23, 2027 – September 12, 2027
November 1, 2027 – November 23, 2027

PEI-911 Online

2027 TRAINING COURSE SCHEDULE

CALL-TAKING/DISPATCHING

Challenging Callers, 4th Edition: Communicating with Children, the Elderly & the Mentally Impaired - 3 Week Course - $270.00

January 4, 2027 – January 24, 2027
February 1, 2027 – February 21, 2027
March 1, 2027 – March 21, 2027
April 5, 2027 – April 25, 2027
May 6, 2027 – May 23, 2027
May 31, 2027 – June 20, 2027
June 28, 2027 – July 18, 2027
August 2, 2027 – August 22, 2027
August 30, 2027 – September 19, 2027
October 4, 2027 – October 24, 2027
November 1, 2027 – November 21, 2027
November 22, 2027 – December 12, 2027

Communications Center Liability, 3rd Edition - 3 Week Course - $270.00

February 8, 2027 – February 21, 2027
March 29, 2027 – April 18, 2027
May 17, 2027 – June 6, 2027
July 26, 2027 – August 15, 2027
September 20, 2027 – October 9, 2027
November 29, 2027 – December 26, 2027

Crimes in Progress, 3rd Edition - 3 Week Course - $270.00

January 25, 2027 – February 14, 2027
March 29, 2027 – April 18, 2027
May 3, 2027 – May 23, 2027
July 12, 2027 – August 8, 2027
August 30, 2027 – September 19, 2027
October 25, 2027 – November 14, 2027

Cultural Diversity, 3rd Edition – Ripped from the Headlines– 3 Week Course - $270.00

March 1, 2027 – March 21, 2027
May 31, 2027 – June 20, 2027
September 6, 2027 – September 26, 2027

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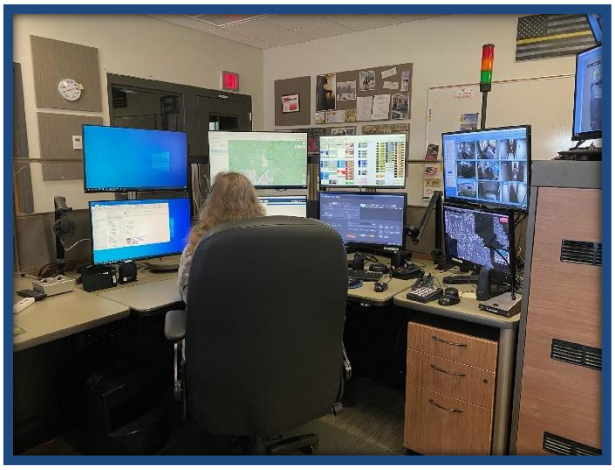
2027 TRAINING COURSE SCHEDULE

CALL-TAKING/DISPATCHING

Customer Service – 3 Week Course - $270.00
February 15, 2027 – March 7, 2027
April 12, 2027 – May 2, 2027
June 7, 2027 – June 27, 2027
August 16, 2027 – September 5, 2027
October 11, 2027 – October 31, 2027

Domestic Violence, 3rd Edition – 3 Week Course - $270.00
January 18, 2027 – February 7, 2027
March 15, 2027 – April 4, 2027
May 24, 2027 – June 6, 2027
August 2, 2027 – August 22, 2027
October 4, 2027 – October 24, 2027
November 29, 2027 – December 26, 2027

Suicide Intervention, 3rd Edition – 3 Week Course - $270.00
January 11, 2027 – January 31, 2027
April 5, 2027 – April 25, 2027
June 14, 2027 – July 4, 2027
July 19, 2027 – August 15, 2027
September 13, 2027 – October 2, 2027
October 15, 2027 – November 5, 2027



PEI-911 Online

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)

❒ Active Assailant	Class Session:_____	$270.00
❒ Basic Telecommunicator	Class Session:_____	$475.00
❒ Empowering You!	Class Session:_____	$270.00
❒ Building for Excellence	Class Session:_____	$470.00
❒ Challenging Callers	Class Session:_____	$270.00
❒ Communications Center Liability	Class Session:_____	$270.00
❒ Communications Training Officer	Class Session:_____	$470.00
❒ Crimes in Progress	Class Session:_____	$270.00
❒ Cultural Diversity	Class Session:_____	$270.00
❒ Customer Service	Class Session:_____	$270.00
❒ Domestic Violence	Class Session:_____	$270.00
❒ Hiring Right for 9-1-1	Class Session:_____	$450.00
❒ Stress: It's All in Your Head	Class Session:_____	$270.00
❒ Suicide Intervention	Class Session:_____	$270.00

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:_____

Scan and Email Registration Form to solie@pei-911.com

PEI-911 Online

CANCELLATION POLICY

PEI-911 Online students are required to pay by credit card or agency purchase order at the time of course registration 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 one day 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, less a $50.00 cancellation fee, of their course registration.

Should you have any questions please email info@pei-911.com

COMPUTER SOFTWARE/HARDWARE REQUIREMENTS

Recommended Browsers:

Desktop:

- Chrome
- Firefox
- Safari
- Edge

Note:

- The current version software does NOT support Internet Explorer 11.
- Safari 7 and below have known compatibility issues with current site software.

Mobile:

- Mobile Safari
- Google Chrome

Software Requirements:

- 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.

PEI-911 Online

Profile Evaluations, Inc. (PEI)
www.pei-911.com
386-239-3514

The Public Safety Group (PSG)
www.publicsafetygroup.com
919-569-0426

PROFESSIONAL TRAINING
FOR
PUBLIC SAFETY
COMMUNICATIONS PROFESSIONALS