



## CHALLENGING CALLERS, 2<sup>nd</sup> Edition – Communicating with Children, the Elderly and the Mentally Impaired

Most 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.

### 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 a general understanding of the most common serious mental illnesses that can inhibit communication.
- Understand and apply the general guidelines for communicating with the mentally impaired.
- Understand and apply the general guidelines for communicating with the elderly, including those with Alzheimer's.
- Understand and apply the general guidelines for communicating with children, including those with Autism.

### 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 – build a support network of friends in like positions.
- One-on-one mentoring - feedback and assistance from your instructor as you gain a basic understanding of how to effectively communicate with these challenging caller types.
- Certificate of Completion awarding **8 training hours** upon successful completion of the course.

### 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
- Course Wrap-Up and Final Exam

**TUITION: THIS COURSE IS TAUGHT OVER 3 WEEKS VIA PEI-911 ONLINE.**

**\$229.00** – includes all course materials

[Register  
Online](#)

**Register 4 or more students and receive a 10% discount!!**

### 2019 COURSE DATES

January 14, 2019 – February 3, 2019

February 4, 2019 – February 24, 2019

March 4, 2019 – March 24, 2019

April 1, 2019 – April 21, 2019

May 6, 2019 – May 26, 2019

June 3, 2019 – June 23, 2019

July 8, 2019 – July 28, 2019

August 5, 2019 – August 25, 2019

September 9, 2019 – September 29, 2019

October 7, 2019 – October 27, 2019

November 4, 2019 – November 24, 2019