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PEI-911 Online

Profile Evaluations, Inc's and The Public Safety Group's **The Communications Training Officer**

This course was an amazing experience for me. Some of the basic training information was a repeat but it was all things that were relevant and we can all stand to have repeated to us. This course is so full of information! I am sure I will be referring back to my textbook during my journey to fix our outdated training program! *Cassandra Q., OH*

The teacher was amazing, great job making the chapters and course work user friendly and informative. *Laneisha C., FL.*

I found this course extremely beneficial and very well instructed. I thoroughly enjoyed having the instructor respond to every assignment and post in order to provide constructive criticism and feedback in order to better the trainers as a whole. I have gained knowledge in several areas that, I believe, will help me become a better trainer and provide trainee's with a properly structured process. *Brooke A, AL*

I hope this class is around for many years to come. Awesome class for anyone that has a desire to train telecommunicators or for any current employees that feel they "got the short end of the stick" and now Trainer is part of their duties. From this day forward part of the requirement for new Trainers in our department will be YOU WILL TAKE THIS CLASS. At least until I retire. Although I don't train new employees any more, I think any Director / Manager that are truly concerned about their training program should register for the class. *Dexter B, NC*

This class was awesome! I was so happy to be able to complete this online as I work nights and we are a bit short staffed at the moment. I do better with independent learning also and this class was just fabulous. The instructor was very helpful and quick to read and give feedback on assignments. *Jennifer J., MD*

I had really mixed feelings at the beginning of this class. In one sense I was very excited, because the previous CTO class that I took did not really teach me anything at all, and I was excited to learn. When I found out that there would also be information about designing training I was even more excited. That being said, I was also nervous about it being an online class. I am currently taking online courses through a Community College to get an Associates degree and those classes are really not great, so I wasn't sure what to expect. That being said, I have thoroughly enjoyed every lesson in this course. I feel so much more prepared both as a trainer and as a training coordinator. I feel like I have been handed a lot of tools for what I need to do and am very excited (if a little intimidated) to get to work on our training program. Candi - Thank you so much for this amazing class and for all of the feedback that you gave. The instructors' feedback is definitely one of the ways that my Community College courses have failed and you far surpassed my expectations with this course. *Jordan F., OH*

I was not sure what to expect from an online class to train trainers. My first thought was that this was going to be a lot of reading and taking written exams. I was pleasantly surprised! All of the information provided in the chapter was very useful reading and the discussions between us provided additional insight into the topics that on my own I may not have gotten out of the material. Thank you very much to Candi and my classmates! *Michelle E., OH*

This course gave me the confidence to go into the training experience with my shoulders back and head up. I now have all the tools needed to ensure success in not only my skills but my trainee. I believe the course is easy to follow and very hands-on for it to be online. Thank you so much for your time and dedication. *Alyson F. NC*

I have taken plenty of online courses but this one was by far the best. The textbook was excellent and the assignments really made me think. The best part of this class was the instructor. The amount of knowledge I gained from the instructor was just amazing. I appreciate all her thoughtful feedbacks. Simply put, I gained more knowledge than what I expected so I am very satisfied with this course. I think all online courses should be taught like this. *Takahiro T., U.S. Navy, Japan*

This course is beneficial for anybody that wishes to become a CTO as well as an excellent refresher course for those that have been training for years. The text is well written and provides quality examples of training materials and how to develop your own training documents. The class makes good use of real calls for students to critique as they would be required while training. Both instructors were very knowledgeable about the subject matter and offered examples of where we need to improve our skills but also where we are strong. The information that I have learned and will take away from the instructors, the text, and my fellow students will help shape my department for many years to come. What I have learned here will help build the foundation for every future dispatcher and calltaker for years to come. *Scott W., FL*

Confession: When I requested to attend class for training officers, my assumption (yes, I know) was that I was going to be sent to a three day class like the other CTO's were. When my supervisor sent me an e-mail link and explained my class would be over 6 weeks ONLINE!!! WHAT?!?!?! I never said anything to ANYONE about how unfair I was treated and how this is a waste of agency money, but, I will be a good little soldier and do what I am told. Fast forward six weeks ~ I could not have imagined a better experience! I enjoy the material, the "tests" we took to better know ourselves, the feedback from Candi, the professionalism, and the convenience. I know my expectations were low, but this course exceeded the expectations I had for the course I thought I was going to go to. I am glad I was chosen to take the course this way! *Karen N., OH*

A big thank you goes out to Candi and Tony for the course material, the assignments, the positive comments and the valuable guidance. I believe this course is a must for any communicator acting as a trainer in that the lessons learned, skills taught and thoughts provoked are paramount for effective training, learning, and documentation. Having completed the course I can't believe we've been training for so long without anything close to this kind of training. The course is demanding if you invest yourself but what I've come away with will most certainly make me a better trainer AND communicator. I also think that a lot of what we came away with should be shared with all communicators, not just trainers. *Joanne M., Canada*

This was one of the best on line courses I have taken. Receiving great feedback from the instructor as well as student interaction. The responses and input from the Candi were personalized for each comment and each student. Great Job Candi and PEI-911. *Darlene L., AZ*

At first I was not very excited about doing the class online. I have taken other online classes and a "blended" class and did not car for either! HOWEVER, this class was not like the others. I did take home several new ideas from the textbook portion, but I took home as much from reading others posts! Thank you. *Mark M, WI*

The online course was very beneficial and helped me tons!! I've learned a lot about my training styles compared to the other gals. It was great to read other CTO's opinions and thoughts about the training process and how things are done in their agencies. I really appreciate all the feedback from the instructors and most definitely appreciate the extension of the completion of the course; it has been very busy, but definitely wanted to complete this course. The course workbook was tremendous help and I know I'll be passing it on to the other trainers and using it in the future myself. Overall, it was a great course. I'm the first to use it at my agency but I will most definitely recommend this class to the other trainers. *Maricela C., NV*

I really enjoyed taking this course! When I begin to train, I will be confident that I have the knowledge needed to do so. The course has shown me the importance of good paperwork and a good lesson plan. I enjoyed reading all the feedback from the instructors as well as the point of view from the other participants in the course. Since taking this course, I have gone into work trying to do an even better job as a Telecommunicator! *Jill L., Canada*

This course had a lot of very up-to-date and applicable information. The content was a pleasure to read and very well written and organized. My expectations were surpassed by far. *Adriana R., Canada*

Wow, I can't even begin to tell you how much I have learned in this course. I only began training at the beginning of this course and I wish I had done Week 5 before I started. It changed the way that I view the paperwork portion of my training. I have really enjoyed reading through the discussions with everyone's assignments and learned a lot from everyone's experiences. *Karen H., Canada*

To be honest I thought this course was a lot better then what I expected. You can only do so much with an online course and this is definitely one of the better online courses I've taken. I like the fact there is interaction between the students and also between the students and the instructor. Also, the information presented in the course was very beneficial, especially for myself being a new trainer. Hopefully I can use this information for a good base and build from there. *Joshua M., MN*

When my Lt said that I was going to be taking this course, I was not very pleased. I have been training on our department for several years now and have had many successful dispatchers. After week 1, my attitude towards the class changed. The subject matter has really hit home as to how to improve our program. The ideas and comments made by other students in the class have been very helpful in two ways. The comments have given some great ideas on how other centers deal with trainee problems. It was also nice to see that big and small dispatch centers have similar problems. Thank you for this opportunity to learn from you and share my experiences with all of you. *Terry Z., OH*

I've never taken an online course before and wasn't sure what to expect. The layout was easy to follow, the material was very involved and a great resource. I will definitely encourage my coworkers to take this course or at least provide them with the link so they can look into some other courses that may interest them. I hope to take more online courses over the next year or two and will definitely be keeping an eye on what you are offering. The instructors provided feedback in a timely manner, which makes a huge difference. There were a few questions that I wasn't sure if I was on the right track, so I didn't continue on with the questions until I got some feedback. Thanks again, you guys are doing a great job – you obviously love what you do! *Cheryl S., Canada*

I really appreciated the quick instructor feedback and the course resources were extremely user friendly and easy to understand. Thank you so much for a great class!!! *Linda T., IL*

This course provided me, as a veteran dispatcher and training officer, with some tips and guidelines when it comes to dealing with trainees and the training process. Candi and Tony were very helpful in their feedback and helped me “think outside the box.” Although someone may have been doing this job for a long time, we can all learn something new. *Charlee L., FL*

I feel more comfortable after this course and look forward to my future in training! I like learning all of our personality differences and our personality styles and learning styles. This will help me with training different kinds of people. *Alaina W., ID*

I have been in this business for 18 years and have been actively involved in training for 17 years. I try to stay up to date on training issues and ideas and this class was wonderfully presented in easy to follow formats. I am happy to have taken part in this course. For all of you that might be newer to being a CTO, take my advice and take another class in the next 5-7 years. You will be surprised at how much you will be reminded of and some of the newer techniques. Being in this course you receive quality instruction, excellent training materials, forms, SEG's etc. It is great to be able to take so much back from a class. Thank you Candi and Tony for the instruction and thank you to the classmates that I have also learned from. It is interesting to see so many different views and hear about the different agencies. *Laurie S., IL*

I enjoyed this online course. It's the first one for me and I lived through it! The course has provided me with insight for future training. Thanks for the constructive feedback on each and every assignment that we submitted. *Cathy T., Canada*

What I have gained from the material and everyone involved has de-stressed my outlook on being able to solve my training problems. Sometimes being reminded that you're not in this alone and advised on how to overcome the situation helps a great deal. I truly love what I do and I want to make it easier for future applicants to take the journey I've been on. Thanks to everyone for adding the foundation and first stepping stones to making this a reality. *Penny R., NC*

This is a very good course for CTOs to take and will assist them in all aspects of being a trainer. I learned the most important thing in this course is that you need to document everything, from task analysis, SEGs, lesson plans, DORs, remedial training, and training action plans. I like the idea of evaluating the trainers as well and will utilize this for our Service. Thanks to everyone for their feedback and support. *Theresa B., Canada*

I have learned several things that will help me as a CTO and will allow me to further my career here at my agency. I found sections hard but that was because I had not dealt with certain parts of the course. After I read over the textbook dealing with the portions I had problems with and the feedback from instructors I had no problem figuring it out. *Jeff K., AL*

I have learned a lot from this course and appreciated all the feedback from both Candi and Tony. It is a lot of material to cover in a short time period when juggling both a full time job and a family. Having said that I am thankful for the opportunity to have participated in this online course and will definitely apply what I have learned in future training. *Nancy S., Canada*

This course has provided me with an incredible amount of material and I feel more confident that I now have the qualities and the ability to be a successful trainer. *Charlene H., Canada*

I am fairly skeptical about online training as a rule. I found this to be a pleasant exception. I am confident that the materials will help us to implement and then fine tune a training program. I have been especially thankful for the forms and information in the text. These will give me excellent references as we craft our training world. I liked Tony's suggestion of phased training. It seems like a good answer to keeping training relevant and therefore logically grouped.
David H., NC

I really enjoyed the class and I equally enjoyed reading the responses from my classmates! Thanks, Candi for all your expertise, comments and advice! I will use the knowledge I learned in this class to be a better trainer and to improve our current training program. *Mary M., IL*

Before taking this course, I didn't give much thought to how in-depth my responsibilities were going to be. I was just going to go out there and try to teach what I know, fill-in the forms, and toss in some encouragement and compassion. I will now be giving much more thought into how I train with respect to documentation and different approaches to training. This course will definitely make me a better trainer in the end. *Wendy Z., Canada*

I feel that this has been a very rewarding and beneficial class. I hope that the knowledge I have obtained will benefit my new trainees to come. I am sure that the first time will be scary. I especially liked learning how to be able to talk to trainees and how to use different methods to help them and me. The different methods and information obtained has already broadened my knowledge. Thank both of you for the class! *Charlsie S., TN*

I found this class very beneficial to me. I have not had any formal training on being a trainer until now. I don't regret spending my own money to enhance job skills. I'm taking a lot of knowledge and experience away from this class.
Melody L., OH

It has been a pleasure to read the responses of the other participants in this training course and realize that, despite coming from different parts of the world, we have a great deal in common. Though this job is incredibly stressful and sometimes feels thankless, we are people who put the needs of the public and our first responders ahead of our own. It is a comfort knowing that each of you are serving your communities and are responsible for passing your knowledge on to your trainees. Candi, thank you for access to so many great resources. I will put them to good use in a short time!
Samantha F., Canada

I really enjoyed all the things I learned in this class. I got some great ideas and plans from this class that we plan to implement in the near future. I think this will help our training program become much better and make us all better trainers. *Terra S. AL*

The thing that I was most excited about before starting this course was getting our training program more standardized and structured so that we could be consistent in training new hires. This program has provided me with the resources to do that. But, in addition to the resources, it tied together my personality, legal issues, and dispatcher's relations to the caller with the standardized DORs and evaluations. I'm looking forward to incorporating these things into our training program. *Becca O. NV*

This course has been really helpful, especially in learning how to efficiently develop training plans and organize DORs to explain to the trainee what they did right or wrong. This class also helped me feel more confident in my training abilities. While I learned new tools, many of the methods I used were also reinforced throughout the text which gave me reassurance that I am doing good! *Chelsea B., NC*

I just wanted to say I thoroughly enjoyed taking this class. I have learned a lot of great information and I know this will help be a better trainer. I have already started implementing certain things I have learned in this class. For example letting my trainee listen to radio traffic from other console they are not working to improve their listening skills. After taking this class I feel my role as a trainer is more important than I had felt previously. Thank you very much for all the great information and techniques. *Stephen S., NC*

This course has really helped my confidence in my future training. I was offered this training multiple times and declined because I just wasn't confident enough, and always used liability as an excuse. But the course broke everything down and explained if one does their job accordingly all should be ok. Seeing the experience and reading my other classmates responses was also very helpful, especially when one speaks of how their agency runs their dispatch center.
Sabrina S., FL

This course was great! The material was very insightful and will help better our training program as we move forward! The documents will be a great tool to provide the Trainers with in order to keep the program consistent and eliminate the possibility of lawsuits that could potentially be brought against the department during the training process. *Lauren M., NC*

I am very pleased that I was afforded the opportunity to take this course. It taught me a lot about my personality and training style and showed me how I can use my strengths to best train new hires. The material covered in this course showed me how to design training programs as well as evaluate performance. I learned that training is much more than passing along the knowledge you have gained while working at your department. I appreciate our professor for taking the time to respond to each of our discussion posts to help keep us on the right track as well as share additional knowledge. It has been very beneficial to my learning as a student. I look forward to putting this new knowledge to use in helping build our department's dispatch center. *Luke S., FL*