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**PEI-911 Online**

*Profile Evaluations, Inc.'s*

## **Challenging Callers:**

# **Communicating with Children, the Elderly, and the Mentally Impaired**

The best online class I have taken!!! Make the classes more like this one....excellent!!! *Jennifer S., TN*

This was an excellent course. The topic is very useful as the elderly, mentally impaired and children are the majority of who we talk to at 911. It gave some fresh perspective for some new ways to handle each of these groups. Some of the techniques can be used for all callers not just those specialized groups. The statistics in Chapter 2 were very interesting. Also, it is always nice to hear others go through the same situations and emotions that we do. *Diane S., TX*

This was one of the most informative classes I've taken. I think every dispatcher should take this class. It helps with some of the harder calls we have to take. It shows us how to handle it and reminds us to be calm and take each call seriously. *Amber T., TX*

The only thing I can say is that I truly enjoyed this course. Thank you so much for sharing your insight. I am grateful. *Takahiro T., U.S. Navy, Japan*

Loved this course! All dispatchers should have to take this. We all get a lot of calls from children and elderly. This will help us all to understand them better and make it easier to get information out of them. *Daniel D., MA*

I found this course very informative with a lot of good information. Being a veteran dispatcher, I think it was a good refresher on how to talk positively to ALL callers, a reminder not to get complacent and place my expectations what I think the call is all about, and not to allow my personal situation/feelings to reflect on how I handle a call. I will definitely be recommending this course to my supervisors. *Faith L, OH*

I really enjoyed this class. It was different than the typical online class, most are just reading and answering multiple choice questions. This class actually made you think about what you read and respond to it. *Andrew P., TX*

I thought this class was very good. For new calltakers, it gave valuable tools to use when receiving calls from the elderly, mentally impaired and children. For us old-timers it was a great refresher and I also learned a few things that I hadn't heard before. I enjoyed this class very much. *Annette R., TX*

I really enjoyed taking this class. I even told my dispatch manager that this was a great class and I feel it would be great for new employees as well as the seasoned dispatchers in our department. *Mary K., TX*

I have to say this has been my favorite of all the online classes I have taken. The recordings we listened to were very good examples. I am definitely glad I participated in this class. I am leaving with new ideas on how to approach these callers in the future so I can help them get the help they are requesting. *Jennifer S., TN*

I enjoyed this class. I felt it was a much more informative way to do continuing education. Most of us just sit in the back of a big classroom and listen to the instructor lecture about whatever subject they are teaching us about. This class was interactive and asked questions which made us think and then think a little harder. We listened to tapes of calls from dispatchers who did great jobs and others who should really rethink the emergency dispatch career. Communicating with these types of callers can be extremely difficult at times but I believe we were given excellent information and ideas on how to handle them. *Patricia T., OH*

I really enjoyed this class! It was easy to follow and it was great being able to do it online on our own time. I learned some useful information that I hope to remember and use in my future calls. *Kimberly M., TX*

I have really enjoyed this course! I will most definitely be sharing my experience with my coworkers. I think that myself and 2 other people from my agency are the first ones to actually take an online course like this. It has been a great learning experience for me, as I have never taken online courses before. I think it was beneficial to me mainly because of time constraints. If I had to attend an actual class, I probably would not have signed-up just for the simple fact that most classes are when I am sleeping. I have learned a lot of helpful information that I can pass along to my coworkers to better help our agency. *Aimee B., TX*

This is another awesome, organized and educational program by PEI. I am glad that I enrolled and am confident that the knowledge gained in this course will help me in my career. *Sheila B., Anguilla*

I believe it would be beneficial for all dispatchers/calltakers to take courses such as this one. Even though we may not deal with children/elders very often, there is always a chance we may come across a caller we do not deal with often. It would be a great idea for classes like this to be mandatory or at least have training sessions before a dispatcher is hired for the job. *Laura M., AL*

I have been in this profession for less than a year and I love it. The next time someone tells me I am too nice on the phone or that I will be jaded soon I am going to tell them that they need to take this course to remind them why we do this job, to help. *Guanica C., NC*

Candi, thanks for your great feedback and suggestions. This was probably the best feedback I've ever received from an online course, and I really appreciate that. *Nicole F., TN*

I liked the calls that were presented in this course. It was helpful to hear the calls and see how well a call can be handled and then how poorly. It was good to hear it from the other end and see where I can improve upon the ways that I handle calls or to see where I do well. *Kari P., TX*

I thought all the lessons were more than informative. Listening to the calls and reading over the classmates comments were most insightful. Some of the calls that the dispatchers have had to deal with, man-on-man, I'm telling ya, we all deserve applause! *Daniel P., TX*

I though this class was very informative and a good refresher. I enjoyed listening to the calls and reading my classmates' comments. *Lauren P., TX*

This was a great course. I was unable to take online classes at the previous agency I work for and so I was excited when I learned the current agency I work for allows me to take classes. I enjoyed listening to the audio that was provided and that helped me learn better on what to do and what not to do. Thank you for all of your great feedback and comments! *Melissa E., FL*

In completing this course, I feel I have learned a lot in enhancing my calltaking skills when it comes to children/elderly/disabled callers. I have enjoyed reading the opinions and answers of the other dispatchers. This class has been very informative and convenient also! *Amanda P., TX*

This course was a great refresher of reminders on what to do and what not to do. We as dispatchers after a while in this field become complacent and burned out from time to time so its nice to be reminded to take that deep breath. I also believe by my other coworkers taking this course we can help each other with these types of calls if either of us needs any help. I really liked the techniques listed and it will help greatly with our training program. *Amber M., TX*

I really enjoyed this class. I believe that it was probably my favorite out of all the classes that I have taken. *Daphane W., TN*

I really enjoyed the class. I feel that I got a lot of useful information from the workbook and the calls. I also appreciated the ease of being able to take the class online. *Misty G., TX*

I love listening to the 911 audio of the children. I love how innocent children are but very quick to pick up on things that don't seem right. This week provided very useful information that I will be able to carry with me throughout my career as a dispatcher. *Chassidy O., TX*

Very interesting and informative lesson plan and I have learned a great deal. Very interesting call choices as well. *Lynn A., TX*

I enjoyed taking this class. This class illustrates what to do and what not to do. This reminds us how to handle these calls. Even though day-to-day activities and routine does become redundant, we still need to keep in mind how we are handling these calls on a case-by-case basis. This class gives us material we can refer to and use in time of need. This also helps for others that are training to pass on the information they have received. *Mandy R., TX*

Love online courses like this! It is great to deal with other departments and learn something new in this type of forum. *Stephanie M., TX*

This class just brought to mind the situations and callers that we might face. I really wasn't thinking about these kinds of callers and calls before this class, but I sure am now and this will help me be more prepared in the future. *Devin H., TX*

I enjoyed this class. It made me really think outside the box and I like that. *Sabrina W., LA*

This class was extremely beneficial to me. I just wish my fellow co-workers could have taken this as well because it has helped me so much. *Candie S., LA*

I found the course to be very beneficial. After the first 2 weeks, there have been times that I was able to apply some of the things that I learned. It really made me have a different approach in some of the calls I've taken. *Sybil H., LA*

This was a great class, thank you. I really enjoyed all the information that was included in the class. The information and views from the other people in the class was great too. All this information really gets you thinking on how to improve your call taking skills. *Julie H. ID*

This was a great course. I learned all sorts of new things that I am going to use when calltaking and I think they will really help. I would recommend this course to others. *Nicole L., Canada*

I really enjoyed this class, thank you! I would recommend this class to many others. Its also useful to have classmates from all over who you can share stories with and gather new techniques and insight from. It never fails that someone will mention something that I may not have thought to try! This was a great refresher and reminder for me. Let's be honest – no one is perfect and we can all use this type of class now and then to remind us all of why we are in this profession. *Brandy R., ID*

This course provided excellent insight into all of the caller types that we discussed and brought up some great techniques for handling each of these different callers. While the techniques mentioned in this course may be intended for the specific callers in question I expect that many of them are techniques that will prove beneficial with callers that do not fit into this specific grouping as well. We owe it to each and every one of our callers to be on our A game every time we pick up the phone and this course and the stories that its participants have shared has provided many tips that will enable me to do a better job of doing exactly that. Who know when the person on the other end of our line will have no one else to turn to for help. The more we can understand our callers be they verbally or mentally impaired, children or the elderly or anyone in between, the better we will be able to relate to them and to the experiences that they may be having and the better care we will be able to provide. *Cathleen M., Canada*

This is a good format for learning in our communications centre. With 4 different shifts, it is hard to take an outside course or bring someone in and have everyone attend. Working at our own pace is good, as we can fit it into our downtime, if any at work, and it isn't too time consuming if you need to catch up at home. *Arlene M., Canada*

I have taken numerous online courses - some of which focus so much on answering 20-30 questions at the end of a chapter one forgets what they've learned. I feel that the courses offered by PEI have enhanced my knowledge for the better! *Kristina M., MA*

I thought this course was great. I think the topics that were touched on in Chapter 1 were awesome. There was helpful and useful information in Chapter 2 and finally Chapter 3 was great. This course was wonderful, thank you! *Christi R., ID*

I have found this course to be very helpful in dealing with challenging callers. I have learned new techniques and have heard calls that I have not experienced before; also other posts gave me good ideas and insight into calls. I will also use the tools in the book from now on. Thanks to everyone for sharing their stories. *Wendy D., MA*

I have learned quite a bit of new information on how to handle different callers during their time of crisis, whether that be a child, and mentally impaired, or elderly caller. I will take the information I have learned and become a better call taker and have a better understanding of what these callers need from me during their time of crisis. *Gina K., IN*

I have enjoyed this course a great deal. I always find the PEI courses to be intriguing and informative. Although 911 calls from the mentally impaired, the elderly, and children can be challenging, these calls also give us the opportunity to put our skills, experience, and knowledge to good use so we can really help and impact people's lives in a positive way. *Vickie P., TN*

I have really enjoyed this class and think all the tools we were given will help us become even better dispatchers! I know that for me I sometimes let the stress of the callers bleed over to the next call, and after this class I have learned to just let it go, and I need to focus on the next caller without emotional baggage. I need to be more patient with every caller and give them time to respond. *Ellaura D. AR*

I thought this was a great class and learned valuable techniques that I will use immediately, before I started assignment 3-10 I just took a call from a child caller and used some of the techniques that I had just read about, thankfully nothing was wrong but I did get to implement what I had just learned. *Jason C., AR*

I loved this class. The examples on audio are such a good way to learn what "to" do and to test your active listening skills. Interacting and reading my classmates responses adds more knowledge to my own "operator" repertoire". And Candice, your instructing and thoughts on the lessons and answers help me to remember to "keep it real." Thank you all!! *Julie P., FL*

I thought this was an excellent course. I have yet had to deal with a true emergency involving a small child but I feel that I now have better tools to handle the call when it does come. *Tasha J., UT*

This was a great class, and I am very glad that I took it. I learned some very helpful techniques that I can put to use daily in my call taking. *Melissa M., FL*

Great class, great instructor, excellent information, excellent feedback, easy but extremely informative. *Patricia T., OH*

I have appreciated this course and like Danielle said put the tools in my tool belt. Except I like to think of my tool belt to be like Batman's yellow utility belt that I can save lives with! I think as we use these tools to communicate with elderly and challenging callers, we will better serve them and hopefully save lives doing so. These tools will not only assist in just the elderly and challenging callers but it will even help us with our own personal lives and the way we communicate with everyone we interact with daily. This course should be called how to be awesome! *Craig B., CO*

I really enjoyed this course. I thought the lessons on communication with the mentally impaired, the elderly, and with children were great. They were valuable and I certainly felt that I learned something from each lesson. What I enjoyed the most though, was the interaction with my peers. I feel like when you couple the lessons in the text, the input from the teacher, and the peer interaction, the learning potential is unlimited. I really hope to participate in more of these courses in the future. *Chris H., FL*