



# Read what your peers are saying about.....

**PEI-911 Online**

*Profile Evaluations, Inc.'s*

**Bring it On!**

## **Surviving and Succeeding in this Crazy, Wonderful Profession**

**AMAZING!!!** I highly recommend this course. The breakdown in each Chapter makes so much sense. The survival techniques are simple if only everyone in this profession knew about them. I am excited about the changes I've already made after learning some of the common sources of stress and burnout. Before this course I was getting approximately 4 hours of sleep per night, 5 at the most. As of today, I am up to 7 hours within a 3-week period and that is a huge accomplishment for me. Since getting the proper rest I don't feel the need for that cup of caffeinated coffee before my shift every day. The last 7-days I've only had 2 cups and I think it was because I craved the French vanilla flavor. The stress buster discussion was mind-blowing and the absolute truth. "No one can make you miserable; only you can do that" and "how we react to situations and circumstances is our decision". The idea of unresolved stress over a long period of time can possibly lead to symptoms of PTSD was enough to make me rethink life. I have so much to live for and so much to be thankful for and that makes me totally commit to doing everything within my power to live the longest and best quality of life as possible. I believe the most important lesson confirmed for me during this course is forgiveness. It releases us from any anxiety associated with stressful or negative situations. The stories shared in this course, from others in the profession, were a blessing to read. It was encouraging to hear about positive experiences in a profession that most view as a scary and stressful line of work. In closing, I am delighted that I chose this **powerful** course and extremely grateful for the knowledge gained. *Linda H., TN*

I really enjoyed this class and definitely learned a lot. I would highly recommend this course for new and veteran dispatchers. *Manvir S., MA*

Once again, Excellent Class. I find that the PEI-911 classes are far more thoughtful than other training forums. I love the constant feedback and interaction with the instructor, it truly is outstanding! *Elisa F., NH*

This has been a great class. I have learned a lot and have been reminded of some of the positive ways to handle conflict. I think this class is one of the most beneficial classes anyone can take. It is important to keep yourself grounded and to be reminded of why we do what we do. Sometimes it gets lost in the conflict and it can be obsessive. Thank you for putting on a great informative class. *Jami A., ID*

This course was so good for me and so much fun Thank you!!!! *Liron S., MA*

I thought this course was very beneficial in reminding me why I chose this profession. It is not an easy one and it takes a certain kind of person to succeed in it. It gave me a reason to really self-reflect on the beneficial changes that I can and need to make in order to better take care of myself, so that I will be at my best when helping others. *Tammy W., MA*

I really enjoyed this class. I have never been in a class that is geared towards well being of a dispatcher before and found it very informative and useful. I think it is a subject that needs to be taught more often. We are in a profession where a lot of bad stuff and information is seen and heard and it is good to have some of these tools for coping and dealing with it all. Thank you for a great course!! *Lisa A., AK*

I am very happy with this training course! There is definitely a lot of helpful and valuable information that will help me in my career and in my personal life as well. I am looking forward to using all of the new tools I learned! *Kaylie G., MI*

This course has provided material which is very beneficial for new and senior dispatchers. I have been in this profession seven years and I haven't seen this material presented anywhere else. Dispatchers deal with stress and difficult coworkers on a regular basis and it's helpful to find resolutions. Our line of work is always busy and we have to sometimes take a pause and take care of ourselves. *Veronica R., AZ*

I think this course is amazing, I think everyone would benefit from this course. At some point people get jaded or bitter or just fully consumed in the negativity. This really brings you back to reality and how things really are. I am so happy I was able to take this course. *Heather P., AZ*

I am grateful I was able to take this course. A few of the issues discussed in this course we don't talk enough about. Negativity and conflict can be a real problem in the communications workplace and sometimes we carry on and never really address these issues or the stress they cause. It was really good to learn some new strategies on how to deal with these issues. I plan to start using them today! *Nicole D. Canada*

I have taken many courses and this one I found the most beneficial. We all have different stressors but being able to nail down my own was an eye opener. I really enjoyed this class and will take a lot of good things with me. I also learnt a lot about my co-workers and that we have many similarities and can work together in stressful situations. This course also helped me with day to day things outside of work as well, to make time for my family and my health. *Andrea J. Canada*

I didn't know what to expect with the class. When I signed up for the class, I thought that I would be participating during down time at home and at work. It didn't turn out that way. This happened while I was in the middle of training a new person, on a new CAD System with a lot of stress in my personal life. I had a terrible attitude in the beginning, thinking "I just need to get through this!". Little did I know how much I NEEDED this class at this time. It has helped me to regain perspective at work and at home. I have taken something away from every aspect of this class, but most importantly, I have regained my focus and remembered that I have to take care of ME. Just in the last couple of weeks, I have had marked improvement in my energy, sleep habits, eating habits, and as a result my overall attitude is better. I know that I will survive working in this crazy profession that I love so much! Thank you for putting this class together! *Tabitha P., TX*

Very good course! I have learned a lot going through it. It applies to life in general not just our work lives! Learning first to take care of ourselves in order to take care of others! *Sara M., Canada*

This was one of the best courses I have taken. Candice is the best instructor I have ever had. She seems to really care about her students, and gave feedback personalized to each of us. Fantastic. *Victoria S., TN*

I found the course was very helpful and can be applied to my job and family life. It made me really sit down and evaluate my priorities in life and to remind me to let things go when it is not within my control. I thought it was one of the most helpful courses that I have done. *Bob D., MA*

I really enjoyed this class. So many classes are geared toward general issues encountered in other professions – it was nice to have something truly geared toward our profession. Also, a lot of classes are about what the issues are and how to recognize them but not what to do about them. This extra information was very helpful. *Denise W., TN*

This class did not feel like a class at all. I felt like I was chatting with friends online. I really enjoyed being able to read about my classmate's experiences and feelings. Being able to see others are experiencing and going through the same things I am helped me see that we are not alone in this crazy profession. Candice, I want to tell you how much I appreciate your words of encouragement and praise. You helped me see the wonderful things about this profession and more importantly the wonderful things about myself! For that I am truly grateful! Thank you. *Ashley F., CO*

As usual from PEI not only a great course to take and understand, but on our level. *Dennis D., LA*

This has been another great thought provoking and challenging class and I've really enjoyed it. I like being challenged and never thought it would happen with an on-line class but this one has proven again that it is entirely possible.

*Dave M. NC*

Lets put it out there, this job can really suck. Family, friends, the lack of holidays, missed birthday parties, get togethers crazy shifts bad calls, difficult callers, difficult coworkers. Your family and friends don't understand why you can't just drop everything and go all the time, why you are in a mood for a couple days. The things we hear in this job we can't share with them and sometimes we can't leave it at the door. It all adds up and builds slowly. What this course has done was reminded me to stop and think, work on my attitude, and remind me why I am in this field, why I have been in the public safety field for over twenty years. It has offered me tools to use when dealing with callers, responders and that one coworker that will always get under your skin. *Matt B., MA*

I enjoyed this course. I really enjoyed the forum style and reading others responses , seeing how similar other agencies are to ours. Reading some tools and tricks other agencies use to deal with stress or negativity could be useful for us. I learned some new techniques and "brought to light" some issues I was having. Whether it be my own actions that need adjusting, or dealing with others actions, I feel more aware of certain issues I didn't even realizing I was having and more equipped to deal with them. *Jessica B., Canada*

This has been an amazing and wonderful class! I haven't had much experience with online classes but I really enjoyed this one. It was so wonderful to meet others from everyone and share stories about our career choice. I learned a lot from others experiences and hope that by sharing mine; I was able to help someone out too. This was a fun way for me to "spread my wings" and socialize with others! I have loved every minute of it and love reading other's posts and responses to my posts. Thank you Candi for the course, there is so much information that I will definitely put to use. Makes me feel better about telling the world to "Bring It On!" *Lindsey E., ID*

I thought it was a great class and it dealt with situations WE go through every day. Sometimes we take classes on setting up a command post at a crime scene or responding to a domestic that don't necessarily directly relate to our specific job. This course felt like it was created for us, which is nice. *Dan W., MA*

I learned so much these last three weeks! I was reminded how important it is to take care of myself, so I can take care of others. It was refreshing to hear folks who have been in the industry for a while still love their jobs! There are some bitter people in my comm center so this was a breath of fresh air! I've learned techniques to help keep my head above the negative thoughts and downward spiral that so many get sucked into. I have also gained some valuable information on how to word conversations with my coworkers that can hopefully make it a positive conversation instead of putting them on the defensive. Thank you to all of you! This class has been so valuable for me! *Jill C., CO*

When I signed up for this course I thought it would be a lot of boring reading material. I have to say I was very wrong. I love the interactions of this course. I have learned a lot in these past 3 weeks. I learned things that I cannot control should be the things that do not add to my stress. I have learned great stress relievers and ways to stay positive. And most of all I love the encouraging feedbacks you have given us. Most of all I think everyone in our profession should take this course as it would be very beneficial. *Angie P., TX*

Loved it!!!! I really had no idea what to expect when I was enrolled in this class. It has been very eye-opening and informative. It has definitely made me look at the way certain things impact other areas of my life. More new classes like this!! It is nice not be taking the same old classes over and over again. *Jennifer S., TN*

I thoroughly enjoyed participating in this training and the instructor was very encouraging. I learned new strategies, perspectives, and techniques to help cope with stress in a healthy way. *Toni B., TX*

I have learned so much from this class about stress and your sleep patterns and how these are very important issues pertaining to good health. All of our people in dispatch will be taking this class in the near future and I hope that they get as much out of this class as I did. I really enjoyed this class and I believe I have come out with a better outlook on things. *Ramona R., TX*

I am thankful for this class as it has given me new tools as well as reiterated some things I may have already known but needed a reminder of. I have been armed with resources and ways to help me to survive not only this crazy profession but outside of these walls as well. *Tammy W., TX*

I didn't know what to expect when I signed up for this class. Since it was a new class offered, I thought I would "break the seal" on the class and see if it was worthy to recommend to others. I found that this class was incredible. Although, the thought behind the class is nothing new; the exercises re-established my processes of positive thinking, reinforced methods of handling stress and conflict, and showed the importance of living healthy. I especially enjoyed hearing from other dispatchers/techs. It is so easy to develop "tunnel vision" in our position. To read about what others in the class have gone through, opens a person's eyes to the similarities/differences of each of our positions...all in the same career. *James G., IN*

I enjoyed the fact that each week it was a new topic. The different topics gave us various things to think about. I think we all learned something new and things we can use. It was fun to read other's responses. *Jennifer M., TX*  
I enjoyed this class very much; it was nice to have a different type of training class. I enjoyed being able to do it in the middle of the night and reading everyone's responses. It also provoked conversation within my shift so that was nice to have different topics to discuss as well. *Renee D., TX*

It was a nice break from the normal training we receive and it was beneficial because we can not only apply these lessons to work but also to our home life. *Kelly N., TX*

I really enjoyed this class. I found that it was also rewarding to be able to take it with multiple co-workers. It gave me insight and a chance to know them better in a way we don't always find, oddly enough, when we are sitting right next to each other! I also find that I am more aware of the stress that this job can bring, and have been reminded that I have it within me to defray the cost of that stress by making smart choices when dealing with stress and making compromises. Focusing on gaining a more positive attitude is certainly a great way to re-direct some of that stress. *Amy B., MN*

This was a great class. I have learned quite a bit on how to handle stress, difficult coworkers, defusing difficult situations, and coping. All the different backgrounds and different sizes of agencies sharing information was a great experience. We are not alone with all the obstacles that we face daily. Everyone submitted great ideas on handling stress, long hours, and difficult callers. I know this class will make me a better call taker. *Joanie W., TX*

I must say I did not know what to expect when I signed up for this course, little did I know it would be very informative and helpful with the work environment we show up to 5 days a week. I will use everything I have learned to make my job a less stressful, less negative place. Anyway if there are any other courses offered, I will be signing up! *Lari T., TX*

I truly enjoyed this class! This class really helped me to face some things and make changes to turn the negative into positive. It was also great to hear what other agencies are dealing with and how they are dealing with it. I think we can all learn from each other and I appreciated the opportunity to do just that. If my agency offers another class I would jump at the opportunity to participate. Thank you to everyone that helped to make this a great experience! *Amy O., TX*

Great course! It certainly has helped me along my journey to not only being a better dispatcher, but a better person in my personal life as well. *Taryn F., CA*

This class has been positive and encouraging. It has been a great reminder that I have so many positive things going on in my life. This job can easily bring you down with all the negative things and stress from the job. However, we need to remember the good things in life and to turn to our friends, family and co-workers when we need de-stressing.

*Christy S., TX*

I enjoyed the online aspect of the class. I was able to participate and work at my own pace which was very beneficial. I learned a lot and the course made me stop and give pause in how I handle stress. I learned some new techniques I plan on incorporating into my daily routine. *Heather B., TX*

My overall take home from this class is that though negativity is poison in the work place that each one of us holds the power to control and release our own stress and attitudes. This class has reminded me of times where my attitude brought morale down and it has also showed me how to not let that happen again. We all have too many wonderful things to be thankful for and sometimes it takes us listing them or remembering them to regain a proper perspective on our situations. *Stephanie M., TX*

I am happy I got the opportunity to take this course! I am a fairly new dispatcher so I got a lot of good tips and information that I can apply. The sleeping portion relates a lot to me since I am on midnight shift and the stress buster plans are going to be a great tool I can use. I also enjoyed reading my fellow classmates comments, suggestions, and dilemmas. *Kasha S., TX*

What set this class aside from others is the ability to interact in the forums with my fellow students and the instructor. I have taken other online classes and you just watch videos, read info and take tests. Also, we have been asked a few times to evaluate our lives and invent and implement strategic plans for improvement which leads to a healthier life... stress reduction. That really made me take a look at what I am, and what I need to do in order to feel better. It worked! You don't always think about day to day details, and what's potentially harming you until you are asked to present an answer to a group of 15 people. It was a pleasure interacting with everyone here and perhaps I will see you in a future class. *Brett H. MI*

I enjoyed the class. I liked reading all the responses from everyone else, hearing their stories and how they handle stress and difficult situations with co-workers. I'm also very happy I have learned new ways to deal with stress and how to sleep better...and my sleep has been much better over the past week or so! *Brittany R., TX*

I truly enjoyed this class. It touched on all of the things that we face on a day to day basis and don't really talk about. This is my first online class with coworkers and I really enjoyed seeing everyone's responses and replies to each other. This class has sparked conversations between us at work and I think we will all use the tools we have learned during this class. *Megan G., MA*

I am sad to see this class end so quickly. For some reason I thought we had another week and was really looking forward to it. What a great, positive class. I enjoyed the diversity of the many great dispatchers taking this class, the insight and wisdom. *Kathi S., ID*

I enjoyed this class and learning about people from different areas. Very interesting to see the different personalities, struggles, successes. Excited to take away new ideas on dealing with conflict and information on surviving and succeeding in this crazy profession! Thank you all so much. *Bradey O., ID*

I have learned so much while taking this course. I have learned that eating healthier and exercising more play a vital role in how you feel about yourself and it also plays a vital role in how you deal with stressful situations. It has taught me that I should not feel guilty for making time to have some "me" time. There is so much I have learned during this course, and I believe this course should be taken by every new dispatcher so they can see 1st hand what being a dispatcher entails. *Rachael C., AL*

This class not only had some great information to incorporate into our stressful lives, but it also points out that we each have different obstacles to maneuver through and what works for one person doesn't always work for another. But there are many options that we can choose from to make it all work, to help manage the stress that comes with this job. I think the information presented in this class is useful for any profession. Our Diet, Exercise & Attitude are all very important for a Happy Life. It also reminds me that we all have our own struggles and we need to be respectful and understanding of that. Candi, I felt that you provided some great insight and I loved the discussions you shared from other students. *Cindy S., UT*

I like how this class is appropriate for experienced and new dispatchers. I found the information to be very helpful and a great way to put things in perspective. Some of the basic skills in the beginning were reminders of simple things I do to help keep myself and alert. I am really glad I took this course. *Heidi P., VT*

This was a fun class with good feedback and material. Was all very relevant and the stories were a nice treat to see how others deal with the monster we call stress. I enjoyed the view from all angles and will take a bit of everything I learned here to make it all work together. Thanks for a great class! *Jeff M. NC*

I really enjoyed taking this class. I have learned so much not only in dealing with difficult situations and coworkers, but in dealing with myself and any negativity that I may be showing. The sections on surviving shift work were also very beneficial, especially when we do shift bids and you never know where you will end up. *Melissa M., FL*

This course is great for both newer and more seasoned dispatch professionals! It provides great tools for new dispatchers trying to figure out how to navigate this new world of shift work and long hours, etc. But there are also a lot of great reminders for the seasoned dispatcher who may have recently found themselves in a funk. *Candice J., ME*

I really enjoyed this course. I've been a dispatcher for a few years now and have heard a lot of these things throughout these years, but a refresher is always helpful to staying present and keep from getting overwhelmed by, at times, our own fed negativity. I have found that in this profession, it's no one thing that becomes too much. Every frustration, every traumatic call, and everything we hold in is like a rock in our backpack. Soon enough, if we don't take care of the backpack and unpack it, it will get too heavy and break. That's when we have to give up the job because we neglected ourselves for too long. Ater all, if we don't take care of ourselves, how can we begin to take care of others? *Bailey P. ME*

Throughout this class I thought the experience and material provided and learned was very helpful and give a good perspective on how to better handle conflicts and stress. *Andrew N., ME*

I really appreciate the feedback from the instructor. It made it feel like we weren't just posting our answers in the course just to be done with it. I liked the engagement and assistance! *Alyssa A., WI*