



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

PEI-911 Online

The Public Safety Group's

Cultural Diversity: Ripped from the Headlines

This was my first ever online interactive class, I found it very informative and easy to follow. It brought up good / tough topics and provided reasons to self-reflect on where I could improve myself for the better of the public & the officers.
Laura J., FL

I have enjoyed PEI online classes over others I have taken. I feel the discussions and quick responses I get to my assignments assists me moving forward and retaining the information. I enjoyed the final 2 weeks with audio and assignments.
Greg O., IN

I am certainly glad to have enrolled in this course. There were topics prevalent in our every day lives we most often ignore & as public safety individuals we are the face/voice of the brand.
Kristina M., MA

I thoroughly enjoyed this class! I enjoyed having the audios to listen to and the way that the questions were presented offered the opportunity to not only provide factual feedback but allowed us to reflect inwardly. I would take this class again and again.
Courtney K., FL

I thoroughly enjoyed the class. As hard as some of the recordings are to listen to, it is of great benefit just to see how different officers and dispatchers respond to these difficult calls. Some do great jobs while others not so great, you benefit by learning new ways to handle situations and ways to definitely not handle certain situations.
Samarie K., FL

Great class, it was nice to get your opinions out without feeling judge and even helps to see that some have the same feelings as you do.
April K., IN

I was pleasantly surprised by this course. There was a lot of great material and it was presented in a way that requires critical thinking by each participant. I wish more classes were structured this way! I will apply what I learned to the job and to how I teach others the importance of taking others cultures, experiences, and safety into account during every interaction.
Lynn T., IA

My final thoughts are a lot of the same thoughts I've had each week. I truly enjoy the discussion format and being able to learn from my fellow dispatchers. Like I've said, we all have different life experiences, and even different experiences as dispatchers, that we bring to the table. Hearing how others react to certain things or how they process through something, it all just helps me to expand my understanding of all of it. I have been wanting to take a course on cultural diversity and bias for some time. I'm glad that this one was available. Actually having to identify my biases and all the different cultures that are in my area will help me to have a better overall understanding of what I'm sending my officers into, and I can use that knowledge to help keep them safe. Great class everyone!
Dena L., IA

I wasn't quite sure what to expect from this class when I enrolled, but I am glad that I did. Seeing the different thoughts from others on the ways they feel they would handle the not your everyday situations was great and helped me to think outside the box regarding the ways I may handle these situations should I find myself in them.
Trina D., MA

I am glad I took this course. I literally was just thinking about this before the course was offered to us by our supervisor, so it was great to have the opportunity to explore this topic and hear what our classmates had to say. It is so interesting to hear how different law enforcement agencies respond to calls. *Brooke M., MI*

I really enjoyed this course! It was easy to follow, and I loved hearing different perspectives from others in this field. I feel like the material that we covered and discussed will make me a better dispatcher. *Taylor W., MI*

I adored this course and seeing the different--and similar--sides of crisis intervention within this field! Thanks so much Paul and everyone else for the insight and the experience. I really appreciate it! *Ben J., IL*

I think the thing that really sticks in my mind is I have seen the mental health of people really go down these past few years. With Covid/fear/quarantine we are getting more unstable people. It starts here in dispatch with us talking to those people and not only get the information and send officers, but show empathy and kindness so when our officers arrive they are not put in more danger. *Tiffany A., MI*

This was a great course. It reinforced some of the knowledge I already had and introduced a lot of information to help me perform better in crisis situations. *James F., MA*

This was a good course, with scenarios, audio and visual examples I have not previously seen in training classes. After doing this job for more than twenty years, new material is ALWAYS appreciated as it more accurately reflects current trends than material from a decade or more ago. *Terri M., MI*