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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*

I love this course! It was good training from listening skills to dealing with mentally challenged individuals as well as the elderly and children. My father had Alzheimer's, I certainly understand the difficulty in communicating with someone with that disease. I would highly recommend this course to all call takers. *Terri J., FL*

I have really enjoyed this course & have learned a lot of information that will help me in the future. I have taken several online classes in my career, but those were typically made up of videos and power points. Basically, one could just view the presentation then take the test, there was little to no interaction with the instructor or classmates and didn't really require much thought. I like how this class was presented in the fact that we were given different scenarios and actually had to think about the situation and put some thought into our answers & received feedback. I think every dispatcher should take this class. The techniques learned here, if utilized by the dispatcher, can help simplify taking calls from these the individuals discussed in the course. By communicating well with these individuals, we can have a better understanding of their problem and therefore help provide a better solution. *Miranda L., KY*

I thought the material for this course was excellent and thought provoking. I know I will continue to use information from this course for years to come. *Tamara M., FL*

It was a great course. I enjoyed this one more than any that I've taken before. Instructor was a pleasure to work with. Great feedback and very helpful. *Rachel B., LA*

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*

This is one of the best on line courses I have taken. With rotating shifts and days off it fit my schedule perfect. Thank you for such a good thought out class. *Terri L., WA*

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 thought this was a great course and learned a lot of valuable information that will help me in my call handling. I always strive to be better and this will certainly help me. I think this class should be mandatory for anybody who works in a 911 center because the skills learned here will help you in your career for years to come. *Charles M., MA*

Out of all of the online classes I have taken this was by far my favorite! The instructor was amazing! I loved his feedback and thoughts. I enjoyed this particular style of class. I loved listening to the different calls and seeing how everyone else would have handled it and then comparing to how i would handle it. I feel that I got to learn a little from everyone in the class. I was able to take away something from everyone! This is much better than a read the text and answer the questions type of class. *Courtney W., LA*

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*

The reason we take classes such as these are to practice and train so that when we receive callers who may be "challenging" - elderly, children, intoxicated, etc. it will help us better able to handle these callers. I want to say that as the training coordinator for our agency, attempting to find courses that "all or most" of our employees actually enjoy is often times a daunting class; however, this seems to be one that everyone has enjoyed and seems to have learned a great deal from. And, I think most of the credit for that goes to Mr. Paul. You have been an exceptional instructor and your feedback has been very beneficial and I think will be very useful to us all. Thank you for your service and dedication to the industry! *Ricky M., LA*

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*

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 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*

I have truly enjoyed this course! I have learned from the course materials as well as from all of the dispatchers and in the course. This has allowed me to put more tools in my bag of dispatching tips and tricks. The material is something I have told others at my center they need to look at and read through. Phenomenal course! *Nick W., AR*

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*

This class has been the best one I've taken yet. The class was informative and the instructor was amazing. *Jarod D., LA*

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*

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*

Overall I enjoyed this course. It was easy to navigate through and informative. The instructor was very interactive, and I would definitely take another course with him! I also walked away with some useful information which I will use in future calls. *Jennifer B., MA*

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*  
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*

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 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 absolutely enjoyed this class. The learning style was different. I enjoyed the more "hands on" approach of listening to calls and sort of dissecting them, as opposed to most classes where the instructor just wants the answers that can be copied word for word out of the book. *Emily B., LA*

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*

3 weeks already over?! Darn! The class is easy to follow. The reading material is extremely informative and helpful. I look forward to my next class, whatever it may be. *David W., FL*

I like the format of the course and how everyone gets an opportunity to express themselves and their ideas on the material. There is also the chance to review your classmate's observations and see their perspective as well. I find looking through their world view to be just as educational sometimes as reviewing course material. *Stephen E., FL*

To be completely honest, I did not look forward to this course. Having young children myself, I find child callers heartbreaking. This is something that I knew I could use to my benefit and use to better myself as a dispatcher. Some of the calls were difficult to listen to, but I feel that I can learn from others mistakes. Sometimes, hearing the way other dispatchers/call takers speak to callers either with anger or compassion it helps me reflect on myself. At the end of this course, I am so thankful I decided to sign up. I have learned a great deal and I am looking into more courses with young callers and autistic children. *Stephanie K., OH*

I am really glad I took this course. As I stated early in the discussions I try to take a class like this every few years to remind myself why I am still doing what I am doing. This has been by far one of the best classes I have taken in a long time. The tapes are a huge learning tool, both good and bad. As angry as a couple made me, and as sad as a couple made me feel. Thank You for putting them in as part of the curriculum. I enjoyed the written material as well but the tapes brought it all together for me. *Terri L., WA*

I feel like the coursework was easy to follow and contained a lot of good and useful information. Listening to the calls and hearing how others handle situations, both good and poor examples, will help me when I come across similar situations in the future. *Kaylie G., WI*

Overall I thought this course was excellent. This is the first time taking a virtual on-line training course and overall experience was not too bad. I also think this course probably should be a mandatory class for all communications officers, believe it will help not only the new communications officer, but also those that have an awful lot of experience. In my 232 hour Florida PST course these subjects were barely touched on. When I was a communications officer and/or police officer In Missouri we never had any training like this. *Lonny G., FL*

This course was very enlightening. It make you think about how to handle different callers/calls. I like the way the course is presented, I like being able to see other classmate's posts. I would recommend this to any calltaker/dispatcher. *James F., MA*

I greatly enjoyed this class! I have greatly benefitted from the material and applied in when taking calls., Overall I feel more confident in my skills to help a caller stay calm and get all the important information needed. It has also greatly raised my awareness in education not only my but other children in the importance and proper use of 911. I was able to use my critical thinking skills in a training environment to come up with creative ways to help a caller in different types of scenarios while listening to actual calls and seeing why certain type of behaviors are counterproductive when taking emergency calls. *Lisa R., CA*

I really appreciated this course. There are tons of trainings for how to deal with suicidal callers or those in crisis, which are beneficial. This is the first one I have found that focuses on children, the elderly, and mentally impaired. Which, in my experience, I tend to deal with more often. I love the textbook and will definitely be using it as a reference for the remainder of my career. I will also take everything I've learned in this class and pass it on to my trainees. Overall, great course. Thank you for having it! *Dena L., IA*

This was a very enjoyable and informative course, some of the information was not new information it was a solid reminder of our responsibility to our callers and the extra effort we must put in, to be the calm voice in the storm. the recordings were very effective. It has given me food for thought. techniques I will never answer the phone without again. thank you, Candice, for your patience and guidance throughout this course! *Janna D., NC*

As we wrap up this course I personally think this is a much needed reality check into the job we do and how we do it. We are often tasked with difficult callers who require unique and non-traditional skills to obtain the necessary information to achieve the goal set forth for the most positive outcome for that incident. This course has reiterated some things to be aware of and opened my eyes to some other items I personally need to address and be cognizant of while performing the daily job functions of a 911 dispatcher. *Christopher B., NY*

No matter how long someone has been in the Emergency call taker, Dispatcher, Communications - we can learn from others. Whether it was a good call or a bad call. Learning how to respond to a caller is important. Sometimes we have been at it so long that you forget. Unfortunately it seems that more frequently than not we are up against mentally impaired persons. It has been a challenge of sorts. The fear of not getting the right responder to a call or on time remains constant. Each one of these scenarios helps remind me that every time the phone rings it could be someone that I may need to change my tactics. Remember4: We are the voice often heard but rarely seen. *Sharon C., OH*

I feel that this course served as a reality check for me, and I'm sure others feel the same. It's so easy to get into the routine of asking the same questions time after time, but at this job, that is not something we have the luxury of doing. We have to treat every 9-1-1 call as an emergency because although to us it may not seem like an emergency, it may be an emergency to the caller. It also showed me that I need to change the way I speak and my line of questioning depending on who the caller is. *Kaitlyn W., KS*