



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

## *The Public Safety Group's* **Domestic Violence**

### **PEI-911 Online**

WOW! This whole class has been so beneficial. I have worked as a dispatcher for 4 years now and still nothing surprises me. This class will help me a lot in not only my professional career but my personal life as well. It makes you think a lot of the cycles of violence and how to prepare yourself for situations like that. I thought the class was great. I would recommend that all call takers take classes like this one to help further their knowledge on the importance of being a call taker in times such as domestic violence. We are essentially their only life line! *Stacie B., ID*

Highly informational class. Great use of real life calls and textbook to accompany them. *Scott W., FL*

The layout of PEI-911 is somewhat like the APCO courses, however, contents/materials were very easy to understand and to follow. How the topics explained in each chapters were very clear and right to the point. I think PEI-911 courses fit my way of learning better than other courses I taken before. *Ryo K., Japan*

Overall I felt that this course is very informative and I like the "go at your own pace" atmosphere. I would like to take more classes like this in the future. *Brenda N., TX*

The course content was easy to follow, informative and very pertinent to my job. I will definitely recommend this class to others. I think every calltaker/dispatcher can benefit from this class. *Michelle T, TX*

This was a terrific learning experience. I really enjoyed my first online class! I think that I learned a lot from this class. I have taken a domestic violence course before but not online. I really like this format where we are EACH supposed to answer, not just the TALKER in the class (we all know about those). We must answer something so thinking is required. I like that. *Lajeane W., TX*

I really enjoyed listening to all these calls and reading the other classmates feedback. This helped me gain some different perspectives when listening to calls and how to change how I approach each situation. I feel that I have gained valuable knowledge by partaking in this course. *Kelly W., TX*

This has been a very informative class with lots of pointers to take with us. Listening to the calls was good to make you think about how to deal with the different types of callers and what would work best in trying to obtain information. *Kelly L., IN*

I found this course to be a very beneficial refresher and it has given me ideas for training scenarios. *Karen D., TX*

I believe the behavior patterns were the most interesting training information. I have learned throughout these lessons. I also feel that the tapes in the domestic violence were informative. It is a good technique to make us look at situations differently. *Tamara S., IN*

This was a very interesting class. I really liked listening to all of the different types of domestic calls. I think classes like this are so beneficial for all of us that are either new to this or have been a dispatcher for years. We get refreshed on the different types of calls we can get or what can happen so fast. I like reading other people's opinions on the same call. We all hear different things during the call. *Katherine G., TX*

I enjoyed this course immensely. It was very interesting and relevant to my job. We have a very extensive DV procedure and a large unit. It is relatively new to our Service and this information helps me in my training abilities toward new hires. Good job! *Judith S., Canada*

This was my first online course and you have convinced me to sign up for more. I got more out of an online course than I thought I would. *Rob I, MN*

I have found the approach of the class to be very beneficial. The combination of reading material, selected example phone calls, and input from the teacher and classmates make up a provocative learning experience. *Philip L., TX*

I plan to have my supervisors and dispatchers take this course. *Thomas A., OK*

This gives me more experience with domestics. A few days ago our agency had a domestic turn into a barricaded subject with weapons. This gave our whole agency a chance to use the skills from this course. *Tyanne F., ID*

I liked getting to listen to calls. I have been doing this for over 5 years and I feel you can never get enough training on this line of work. I am glad we have this opportunity to do this. When I would read other folks feedback on calls, most of us were saying pretty much the same thing, which made me feel good. *Regina S., TX*

This course was great! I will use my knowledge from this course daily. Thank you. *Jacqueline A., TX*

It was very informative and I'm glad I took the course. *Lisa A., AK*

I was excited to have found this online resource, but am even more so now that I have completed one course and found it to be invaluable. It was the first course I have completed but it will not be my last. I look forward to many more courses. *Jackie D., Canada*

I enjoyed the class very much. I enjoyed the material. It was a nice refreshing course to take. *Kari P., FL*

I loved the real calls. It made it so much more interesting than just text work. *Nuri M., TX*

The course was very informative and Tony Harrison was a very good instructor. Really enjoyed the course. Looking forward to being able to take another class. *Gladys H., SC*

I really appreciated learning about the stages of violence, the exit kit, information on speaking with the elderly. I also enjoyed listening to the calls and stopping to think, if that had been me, really how much different would that have gone. No matter how long we are in this line of work, sometimes we just get thrown. I love the format of this kind of learning. Reading others comments and their agency policies and best practices is very interesting and I know I came away with some ideas for our agency as a result of it. *Brandi H., ID*

I enjoyed learning the facts about domestic violence. I think we all need a refresher sometimes, it helps keeps us on our toes. *Katie R., TX*

I really enjoyed this course and I am happy I took it. With the information that I've learned and the calls that I've listened to, I know my call-taking has improved and I already have incorporated new techniques. *Sandaliz R., FL*

It was a very worthwhile course. I enjoyed learning more about what I should and should not do relating to these types of calls. Reading what my classmates wrote helped me better understand these calls also. *Susan H., OH*

Good course. I would recommend this course as a refresher to veteran call takers but especially to new employees. *Debbie L., IL*

As always everything presented in this course was great! These classes have been very beneficial to me. Looking forward to being in more! *Jesse D., MI*

I feel that this information discussed/presented during this course was excellent. I especially like reviewing the audio calls. *Lisa E., MA*

There was an abundance of very useful information presented during this course. It was interesting to read all of our discussion topics and thoughts. *Shannon W., OK*

I really enjoyed this course as it made me think about domestic violence in a different way and I think it will challenge me to handle domestic violence calls in a different, more sensitive way. *Rebecca S., MN*

I learned a lot in this weeks material, especially from the audio samples seeing a variety of ways not to answer calls as well as good tips on dealing with hysterical callers. This gives me an overall better preparedness to handling these calls (which I don't get too often). Learning questions to ask that I have never thought of, i believe will be very beneficial to my future call taking. I think this course is extremely important. It not only enhances the dispatchers ability to assist the caller but also the questions needed to ask so that the officers responding are as safe as possible. Domestic calls are extremely dangerous calls that can go from 0-100 very quickly. I appreciate the knowledge that this course has given me to make me a better call taker. *Joe H., MI*

I very much enjoyed this course. I feel like no matter how much real-life experience we get, it is important to go over topics like this to reinforce proper techniques and learn as much about a topic as we can. Learning about the explosion phase of abuse stands out as an important fact I learned. I had never heard of that before, but applying to my knowledge of calls I've taken in the past, it makes complete sense. *Kristen D. GA*

This course helped me a lot. I have a better understanding of why Domestic Violence calls go the way they do at times, a more eye-opening idea of why DV victims say and do some of the things they do and how the cycle really does play a part in the role of the call and the subsequent calls/interactions in the future. This was very educational, and I would recommend this to others for sure. *Christopher B., NY*

I found this course to be very beneficial because not only was it was interesting to learn that there are different types of domestic violence but that it is a good reminder that every domestic call is not going to be the same and that we (dispatcher) need to remember that people that are in domestic situation just want to be heard and helped. *Hadley P, CO*