



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

## *The Public Safety Group's* **Suicide Intervention**

**PEI-911 Online**

I LOVED THIS CLASS!!!!!!!!!!!!!! I learned so much during this class. I was hesitant to do an online class . I am more of visual learner and it was a struggle at times not having a teacher in front of me teaching the materials. I however, overcame this and worked through and I feel as if I learned a lot through these past three weeks! I look forward to any other classes that will be offered through this agency. *Rachel R., NC*

This course was extremely thought-provoking. It definitely provided information that will enhance my ability to deal with suicidal callers and suicide scenarios. It included a great selection of real calls that surveyed a variety of situations. I appreciate the other participants' responses and benefited tremendously from the instructional feedback. Thank You. *Michael W., AK*

I had a very enjoyable time in this course, and learned lots from others in the class as well as from the calls we listened to. I would recommend this class to others looking for better insight into suicidal caller events. There is still so much to learn about suicide and suicidal callers, but this course provides a good insight to get started. Thank you Tony for facilitating this class! *Bryan S., CA*

I have to tell you thank you, thank you for the class, thank you for putting up with my attitude and my nerves. I just got off the phone with a 33 yr. old woman who while reading the suicide note her husband of 3 years left her, heard the self-inflicted gunshot that killed him. During the call I kept thinking, "your tone Christi...your tone...be kind...be kind...where is the gun and are you sure he is dead?" Thank you for your class. I hate to say it but perfect timing. We just never know when they are going to come...we can only be sure that they are. *Christi R., ID*

I absolutely LOVED the forum in which we were able to take this class! I wish and hope that more classes can be taken like this. My hats off to you, Tony, for creating this type of class forum! A lot of this class was a refresher course for me, but I learned a lot from it as well. It is nice to have classes like this regardless how many years you've been doing this job. The calls that we got to listen to were wonderful. Thank you for allowing us to hear them and that many and such a variety. *Debra W., TX*

This was an excellent course, having actual calls to review lends so much insight into the awareness of the suicidal caller. The information and facts on suicide is something that I will reference often as there is so much unknown about these types of calls the information becomes very relevant. It was excellent to read about other centers across the country and their ability to deal with suicide challenges as well. I will recommend this course to anyone in public safety. *Kim G., Canada*

I feel I have benefitted greatly from this class. We are trying to take our center and become Crisis Intervention Certified. This class has given us a giant step forward. I liked that this class gave multiple examples of calls to listen to and see how different agencies handle these types of situations. Very beneficial *Natalie R., GA*

This course touches on everything from suicidal thoughts, to PTSD among military and first responders, to the aftermath of finding a suicide scene. Being prepared to help our callers through traumatic events can make such a difference in their recovery process, and we need to always remember that. I have enjoyed the past 3 weeks sharing our thoughts and experiences with one another. *Cassie F., WY*

I really enjoyed the variation of the type of suicidal calls covered in this course. Hearing real scenarios and considering things from both the caller and call taker side of things helped add to my techniques for handling these calls. It also gave me a lot more to consider when listening to what the caller is saying and not just take it at face value. *Kaitlin F., Canada*

I am pleased with what I will be taking away from this class. I now feel confident and prepared for suicidal callers. I put the skills learned to use tonight with a suicide caller. The subject's family called wanting a welfare check because they had spoken to him earlier and he advised that he was going to commit suicide and had attempted a couple weeks prior. The officers went to the location given but the subject wasn't there. So I called him and attempted to get his location. He wasn't being cooperative but didn't hang up on me even though he said he was going to. After about a half hour he finally gave me his location and officers were able to assist him. *Katherine S., ID*

I thought this was a really good course. I feel I learned a lot from the material presented and the calls we listened to. This is an excellent course and I think it should be part of the training process for all of our new employees. *Charlotte H., Canada*

I really enjoyed this class and the material found in the textbook. I actually learned far more from the posts of others and the instructor's experiences and large amount of knowledge. There are so many things I have learnt over the past couple of weeks that I can't write them all down! I find this topic so interesting and feel like this is the beginning of my journey to learn more about suicidal callers and intervention! *Brenlee S., CA*

I have learned some very useful things in this class. I also learned some very surprising things in this class. I will say that one of the main things that I am taking away from this class is to remember that ANYONE could be that suicidal caller. *Theresa T., AL*

This course is a great refresher for a veteran dispatcher. You can be in this job 5-10-20 years and still not be fully prepared for these types of calls. Dispatchers are human too and these types of calls affect us even though we're not physically on the scene like first responders. We are not perfect but if we stick to the basics of who, what, where, when and how plus stay on the phone calmly that equals success. I also believe all dispatchers should take this type of course every couple of years just to refresh and especially take it when getting into this type of work if there is no experience involved. This job is not for everyone and it takes special people like us to deal with these types of emergencies. Thanks for offering this course. *Damara T, FL*

Instructor was very prompt on giving feedback to discussion questions. The feedback presented was very knowledgeable and useful in upcoming situations. Information provided in the course was a good refresher and I would recommend it to others. *Charlee L., FL*

The class was great and I am more confident in my ability to handle a suicidal caller. The fact that I am more confident will help me be more relaxed which will make it easier to calm down a caller if necessary. *Roger N., OK*

This was a really good class and I have got some really good ideas from it. I liked to see what other people's point of views are. I also liked to have feedback from the instructor. This was the first online class I have taken and it went well. I learned a lot of good information. *Amy B., IN*

This course has really opened my eyes to what people are feeling when they call in and want to commit suicide. I have learned what questions to ask the caller. One of the major benefits to this class that I will take with me is that no matter what I say and do the caller will do what they intend to do if they are determined to end it. *Kari P., FL*

I really enjoyed this class. I think listening to the calls and reading what other people's view were helped a lot. Its nice getting to listen to those calls and not being the one taking the call, just for the fact of really never having one. This class made me think of ways to be creative about getting info about someone and being kind and letting the caller talk and be heard. That's all some of them need is someone to talk to and know they are being heard. *Jennifer G., ID*

I really enjoyed this course! The textbook was very informative on the facts and fictions of suicide that will really help me in the future in this career. I also thought listening to the calls was very informative on the do's and don'ts! *Amy J., Canada*

Thank you for all the information you have provided. I truly like how this course is set up. It's more one-on-one. There are not a lot of distractions that can occur in a classroom setting. I like to listen to each call several times. Allowing me to listen and be honest in the discussion and not overly critical. *Norma O., TX*

This class has been great. I have enjoyed doing this at my own pace. I would definitely enjoy more classes like this one. I am taking away with me the knowledge that I knew already but was really glad to have told to me it is not the call takers fault that someone commits suicide. We have no control over what others do. (We all know this but sometimes it is hard to remember). *Dana D. TX*

I feel so much more confident now that I have some information to rely on when taking this type of call. I'm going to suggest to our Sheriff that our other dispatchers be able to take advantage of your class. Listening to the calls was probably the best part of the class. To actually hear what is happening during a suicide call and what the call taker was able to accomplish. I hope to take another of your courses later in the year. *Susan S., OH*

Truth be told, when I read the email that our training officer at work signed me up for this online class I rolled my eyes. I received the email while attending my last class for CIT training. I had just done a 5 week course that also incorporated the topic suicide. Fast forward to now, I am grateful to have been able to take this course. It dug deeper into calls and situations than the last class. I enjoyed reading the posts from classmates and the responses that you, as instructor provided. The piece about what we needed to know/remember about the person threatening or attempted was real. Remembering that for that individual it truly feels like the only thing left to do, that they are at their rock bottom. Their rock bottom is not the same as mine. What I might think is nothing in life could very well be a true crisis for them. *Amanda M., NC*

For me this had certainly been educating. I've learned so much useful information and my only hope is that when I pick up the phone and a suicidal individual is on the other line – I will be as effective in assisting that individual to recognize life can be better and they in turn decide to ask for help. On the other side of things, I hope that if an individual calls (like the terminally ill man) my tone will be professional and non-judgmental. *Gloria W., Canada*

I felt it was beneficial to not only listen to the calls and read the material, but also seeing how communications centers differ and get to read how different departments handle the same calls. I feel I am coming away from this class with new calltaking techniques and am more open minded to ways of handling callers. I appreciate the comments by the instructor. In playing the "devil's advocate", it makes you stop and rethink your comments and go in a different direction. *Sarah P. IN*

I was impressed with the quality of content in a 3-week course and was not at all disappointed with the class. I have taken many online college courses and was unsure what a three-week course could really do and I am impressed. *Tyanne F., ID*

Before starting this course I thought I was quite familiar with these situations and how to handle them, however, I have learned so much about different situations and how to handle or what not to do in certain situations. I liked the audio clips portion of this very much, it made me realize that sometimes we really need to be more aware of what we are saying and how we are saying it to our callers. *Jenny B., Canada*

This class was very beneficial for me. I am very new to this job and therefore do not know a whole lot. After taking this class I already feel as though I'm better prepared for my first suicide call (not that I want one though!) Listening to the calls really helped out a lot. Being able to think about what those call takers did and what they didn't do really got me thinking about the calls. I'm sure everyone gets done with a call and thinks there is something they could have done differently, but hopefully this class will help out with that not happening as much. *Megan M., ID*

This course was informative in many ways. The course gave you the feeling that you were handling the call by each evaluation that we made after listening to others do their best to handle the dreaded suicide call. Courses like this one keep you sharp in performing your everyday duties. *Joseph R., PA*

I feel this was a great opportunity all together. Even though we did have deadlines, this course allowed each of us to work at our own pace as well as be able to experience each other's' view and ideas on the subject. As for the material, it was extremely helpful to be able to listen to actual recordings of suicide related calls. I really wished I had this opportunity earlier in my career as a dispatcher. It would have been a great asset. *Marie M., TX*

I really thought this course was interesting and I learned a lot of new things. I enjoyed being able to see all the other student's opinions and hearing about their past experiences in communications. Having the instructor give his input on everyone's answers was also very helpful. Overall, a great course! *Nicole L., Canada*

I am so happy to have taken this course! I had been asking for an online class for some time because our schedule is so hectic, going to training can be difficult to arrange. I thought the calls offered as examples were a nice selection and the coursebook was arranged well and the information was good to have. It was helpful to read the thoughts of my classmates as well, because departments can have different situations, from staffing to how they respond to calls. *Brook M. MI*

I have really appreciated this course! This was the first time I have taken a training course online and I can see that there are many benefits for doing it this way. With the exception of the first couple of hours when we set up our personal profiles and such, I was able to do most of this course during slow periods while at work. This kept me from having to adjust my personal schedule in order to take this course and also kept me from having to miss work in order to complete it. I also enjoyed the layout and process of the course. I have printed out the chapters and will add them to my resource catalogues at work so I have them handy if I ever feel the need to review them. And the varied recordings of suicidal phone calls gave us a broad sampling of the kinds of callers and situations we might face sometime in the future. I'm sure that some of them will come to mind when such situations arise. I especially enjoyed reading the comments and interactions of my fellow classmates. We represented a broad diversity of backgrounds, experience and personality and this added a lot to the class. And Tony, your reactions and responses to our comments were also very helpful. I appreciate your work in this area. Thanks much! *Phillip L., TX*

I found the course not only to be a great refresher for what I already knew, but learned some new things as well. I subscribe to the notion that learning is an ongoing and never ending process. If you keep an open mind you can always learn something new. The course provided calls from many different perspectives. Taking the various techniques used and the do's and don'ts from each scenario it definitely provided me with something to think about when taking my next suicide call. *David N., PA*

I think the class was very informative and was glad I was able to participate in it. I like online courses because you are able to work at your own pace and I think that is a lot more stress relief on me. I would suggest this course to other dispatchers. *Grant S., IL*

This was a great class. It had the variety to show how different types of suicide calls can be handled. The technical information was also good. This will be one text that I will print out for reference. *Alicia I, FL*

I really like the structure of the course. It had a good balance of instructional aids and actual calls to listen and evaluate. Online training is a great way to learn and read what others in the class think since everyone is required to respond and not "sit in the back of the room." *Will C., IL*

I wanted to take this course to help increase my knowledge and also because I wanted to better understand suicide. This class was very helpful to me and getting to listen to the calls and seeing how everyone reacts differently I think will help me in answering one of those calls. I truly enjoyed this class and have learned so much. *Teresa B., TN*

Overall, I think it was an excellent course. After listening to all the calls, I realize that we are not perfect. I have learned after listening to some of these dispatchers taking calls that there are better ways of handling calls. We can only do the best we can do. *Ronda H., TN*

I found that I gained a lot of knowledge from this course and really enjoyed the content. I would definitely recommend this course to anyone working in this field. Whether you are brand new or have been doing this for years, I think everyone would benefit from this course. *Terra H., Canada*

I have now taken three online courses and believe this is the most beneficial so far. I had great examples, great suggestions, and just a lot of good information throughout. *Catherine W., WY*

The call examples were very beneficial throughout this class. I really enjoyed listening to other people take calls and see both good and bad examples. Chapter 3 of the text was a great resource in terms of covering issues that I've never had covered in a suicide class before. Overall this class was a good reminder to actively listen to your caller, have questions thought out and ready to go for when you get a call like this, and not be afraid to ask those questions. *Monica T., ID*

I think the course was great. It helped me realize the best way to handle a suicide call. You never know how to react until you're in the situation, however, listening to the suicide calls give a lot of perspective on how to handle it. Thank you for this course, it is one to recommend. *Melanie C., ID*

I really enjoyed the laid back feel of the class. It made the course much more enjoyable (as enjoyable as suicide can be I guess) than sitting in a conference room with several others listening to speakers. The idea of peer teaching is something I value and find it much more applicable to the job than something out of a text or from a national advocate/speaker. Though I value what those speakers and advocates have to say and no doubt they know what they are attesting to, they usually are not in our seats. *Tony B., TX*

I believe you can never have too much training or practice, especially in situations like this. I like the convenience of online courses. I work 3rd shift and there are plenty of nights it helps pass the time. Hearing how others would handle a call also is a good learning opportunity. No two dispatchers will ever handle the call the exact same way. We all have our own experiences and personalities that we bring to our jobs. By sharing these experiences we can give others ideas as well. *Tammy H., WI*

This course was a great refresher on how to handle suicidal callers and also introduced me to some new techniques and information that I wasn't familiar with before. I find listening to different calls very beneficial in learning what I should and shouldn't do when taking these types of calls. I feel like I'm better prepared to take a suicidal call. *April V., MI*

Just talking about the topic and listening to the calls is beneficial. It brings it back to the front of your mind and keeps the topic fresh. I haven't taken a suicidal caller in quite some time, so if I have one today then this training came at a great time. *Devon H., TX*

This course has made me think more about my thoughts and attitudes towards suicide than other classes I have taken. I enjoyed the calls and have learned a lot from the materials as well as comments from others and as a result I feel that I am more prepared to handle these types of calls (not that I am looking forward to having any by any means). It has been a worthwhile learning experience. *Tanya S., MT*

I really enjoyed this class. I enjoyed the feedback from the instructor, and the classmates. Reading some of there responses and how they would handle each scenario. I would for sure recommend this class to anyone in this line of work. *Constance H., FL*

Really loved this course. Loved listening to the call examples because that helps me understand what works and what doesn't work in those situations. There were several very good examples of both suicidal callers and relatives who found their loved ones dead. *Carol R., FL*

This course was well prepared and best of all, it was able to reach many agencies without impacting their staffing. The concept is great and hopefully there will be many more training opportunities from you in the near future. *Kimberly S., FL*

I'm not a fan of online courses - I find that I learn a lot less in general and that I have difficulty getting into the source material. However this was a very interesting course, and found that there were lots of interesting pieces of knowledge that I will carry with me into my everyday job. Even when dealing with non-suicidal patients! *Landan R., Canada*

I appreciate a lot of the conversations that we have had with each other throughout the course. It is good to hear the experience of other people and the types of calls that dispatchers have to deal with on a daily basis. I am always a fan of listening to recordings because you never know when you could run into the same situation so it is always best to be prepared! This is my second course with public safety group and I am excited to take more because they really do help me learn a lot. *Jamie D., OH*

In response to the audio example questions, I paid more attention to the tone the call taker used with the caller. I also acknowledged the efforts made by the call takers towards getting what they needed from the caller, whether it was getting more information or giving the caller instructions. I enjoyed the course! I especially liked that it covered suicide in regards to both sides of the phone, meaning the call taker and the caller. At the end of the day, we are all human and we all have our limits of what we can and can't handle. *Tamara R., SC*

I appreciate the knowledge, the discussions, and the feedback in this course. Again, this course has helped me frame a standard of practice for future incoming calls. I'm happy to take these techniques with me but I think the biggest success will be in using the techniques with empathy. *Caitlyn D., OH*

I loved how interactive this course is and the wide variety of calls that were listened to. I really enjoyed this class. *Molly M., OH*