



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

## *The Public Safety Group's* **Customer Service**

### **PEI-911 Online**

This was a great course! Providing high levels of customer service is vital to what we do, whether it involves being polite and professional or being quick and competent in our response to emergencies. *Brian P., OK*

I feel empowered having participated in this customer service class and I am excited about what is possible. I now have some insight into the things that have caused me to be unprofessional in the past. I am committed to listening more and not reacting. I am answering the phone with a smile and I swear I think I can "hear" people smiling back. Because there are not a whole lot of emergency calls that come into our call center I am mindful of imparting a sense of caring so that people get that I am here to help. *Patricia G., NY*

I noticed many things I was doing that needed improvement after Week One! My attitude has changed and I feel I am more pleasant. I had become apathetic and I hope it was not coming across when I talked to people. Now I hold my head up higher, sit up straighter, and I help people to the best of my ability (I did before) just now with a friendlier attitude! *Kasha S., TX*

I found this course to be very helpful and thought provoking. I learned some great tips on how to deliver better service to our callers. I would recommend this course to anyone that takes high volumes of calls. *Angela T., Canada*

We all need a refresher like this course, and not just us in law enforcement. Anyone and everyone could use this. One of our supervisors reminds us frequently that worldwide there are only 3% of the populations that can do our job in Emergency Dispatch because of the stress level. We all know that have taken this class what the stress level can get to be or if you are just starting your career, hold on to your seat it will get rough on some days. But we've stayed on and understand the ups and downs and know that we have to go from a happy to a very sad depressing call in literally a heartbeat sometimes. Courses like this help us to keep us in our respective and remember like Dawn said it best. The caller doesn't know that we've already talked to 50 other irritating callers etc. They are just ONE and that ONE is the only ONE we need to be focused on at that time. *Debra W., TX*

I am glad I took this course. It has helped me realize what I need to do to improve the quality of a call. It has also helped me realize that these people that call need us and it is our job to be the voice of help. I now know that at the end of a rough call, to step back and take a breath so things don't continue to build up. I have great tools and resources from this course that will benefit me in the many calls to come. *Crystal F., Canada*

Great course!!! And so convenient that it's an online course. Bravo! *Erin M., TX*

This course has reminded me on how I should act when talking to a caller; I think this class would be great to take about once every 2 years so you can have a refresher on customer service. *Matthew S., TX*

I always learn so much from these types of online classes not only from the instructor but from my fellow students. Reading what others have written or their take on the material gives me a different outlook on how I can do my job better. *Kelli D., TX*

I found this course very helpful. I try to always use excellent customer service skills, but also realize that there are times when I don't. This course helped me to reiterate the basics and the techniques of good communication and customer service. *Shelley M., MN*

I honestly didn't know how I would like this training. I'm not an online course type of person. I like to be able to see someone talking to me. This was actually pretty amazing and probably one of the best training courses. I think reading this alone made me do more self reflection. *Yasime L, OK*

All the materials were great, the audio was perfect for the actual questions/discussion.

I thought this class put great emphasis on WHY customer service is so important and actually gave some tools for how to attain better customer service. I think that in this field we tend to forget that customer service is really what we do. We get focused on the 911 of it -- the real emergencies and exciting stuff -- and sometimes forget that we are the 1st contact that most people have with the police department. *Annette R., TX*

This was a very informative class. I look forward to using new techniques with callers, and improving working relationships with my peers. *Meg. F., MI*

This class was helpful with calling some common problems/issues to the surface. It also offered refreshing ways to change those issues. It was nice to read other student's accounts on the same issues and see that circumstances are the same in other states as well. The course was specific, concise, and practical. *Angela M., MI*

I feel fortunate to have taken this class. All of the material within this course was a good reminder and refresher when it comes to ensuring that I am providing the best customer service possible to my callers. Even though it is all common sense, it's easy to get complacent and forget simple skills like being patient, compassionate, and professional. Overall, I felt that this course was great and allowed me to reflect personally and gave me the reminders that I think we all need sometimes. *Alexis G., IN*

I truly enjoyed this class. It was somewhat of therapy for me. I never had a problem struggling with customer services but every now and then it is not uncommon to get frustrated in the work place especially when you are working in a 911 center. This class was a refresher for me and reminded me that I'm human but I am also the trained professional. *LaQuandra M., GA*

I truly enjoyed this class. This was exactly what I needed to remind myself why I got into this profession. I loved learning about cashing in your stamps. My BFF and I have incorporated this into our daily talks. When one of us gets through a difficult call we tell each other "good job". You didn't cash in any of your stamps!! Lol *Robin S., OH*

This was a nice in depth look at how customer service is still important in this field. And the many topics on the matter was able to shed light on things that sort of just fell by the wayside before. *Anthony H., MA*

I am very thankful I had the opportunity to attend this class. The course material was very well presented out which made it easy to read and understand. After completing this class I believe every 911 center should enroll dispatchers and call takers into it. There were many great ways to improve in the textbooks. With this knowledge I can be sure it will make me a better dispatcher as long as I continue to use the skills effectively on a regular basis. *Nicolas B., WV*

My final thoughts are with the knowledge and understanding that I have gained from taking this course, I will implement that in my everyday life and be better at what I do. I don't doubt that I could do it. It was more understanding the bump in the road that I have come across that others have also faced same struggles and that it shouldn't deter me from still providing the most great and accurate customer service because I feel burnt out or have "booked so many stamps" that it is time to cash it in on someone who doesn't deserve it. *Chiana B., NC*