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PEI-911 Online

Profile Evaluations, Inc's and The Public Safety Group's **Communications Training Officer**

I thoroughly enjoyed this course because of how in depth it went and how long it was. I feel like I actually learned good information on becoming a good trainer and I couldn't be happier that my department allowed me to take this course. (Other dispatchers just go to a 3-day course in person and it does not even come close to the information I have learned during this course). *Rebecca D., OH*

I found these last 6 weeks to be incredibly eye opening. I've trained before, however, I lacked the confidence that this course has now given me, and I am eager to train again. I am thankful for my instructor, as well as my incredible classmates. I love how in depth this course was, and how hands on it was as well. I greatly appreciate the non judgmental, patient, and understanding instructor and classmates that I had as well. *Zachariah P., AL*

I have taken CTO courses before, so I was afraid that I would not learn anything different in this course, however that was not the case. This course had a different set up and different content. I really enjoyed learning more about the training process. *Caitlin K., ND*

When my department suggested this course, I didn't really know what to expect, or think I would take away much from an online course about how to become a training officer. Since going through the class I see I was mistaken. I feel much more prepared now to take on my first trainee here at my department very soon. I truly did learn so much about communicating properly and learning different teaching styles and methods throughout this class. I'm very glad I took the time to go through this course. *Kristen L., OH*

This class will be such a valuable resource for me when creating my comm center training program. I learned so much from week to week. The chapters built off of each other and offered a lot of very helpful and useful tools. The exercises were effective methods to teach the content of the training. I found them challenging and extremely useful tools. *Margaret P. CA*

This class was much more than I thought it would be. It was very educational on teaching us how to become a good trainer. It taught us many techniques and also taught us how to cover our tails. Great Instructor who always gave a humbling and honest answer. Highly recommend this class. I've been in plenty of classes before but there is not a class like this one. *Drew M., FL*

This was an INCREDIBLE course. When I told my supervisor I wanted to go through a training course to become a CTO, he quickly looked this one up as he took a similar course offered by the same company. Of course his was in person, but unfortunately not as in depth. Going into the first week, I was so very excited. This course was much more in depth than I thought and I couldn't be more satisfied. I have learned so much that will not only make me a better trainer, but a better dispatcher. I already find myself using some of the content in my every day dispatching life. I cannot wait to put what I have learned throughout the past 6 weeks to use!! *Sabrina S., OH*

I am very thankful for this course and all it has taught me. I am also thankful for such an incredible and knowledgeable instructor. Candice, you have taught me so much through this course and forced me to come out of my comfort zone and challenged me. I am so grateful for the time, energy, hard work, and dedication you have for all of your students. I am also thankful to all my classmates and the insights they shared with me during this course. It really helped give me a different perspective and I appreciate that. I believe week 5 was the most beneficial week for me with learning and writing DORs, learning how to use the SEG, and developing an action plan to improve job performance. It not only taught me how to do these things but it gave me the opportunity to practice doing all these things and helped build my confidence that I will be able to do these things when the time comes. *Krista S., NC*

This was by far one of the most beneficial courses I have taken. I have learned so much from everyone in the class. Candice, you did a phenomenal job with this course. To all of my classmates, it was amazing to get to know you all. I'd love to get trained by each and every one of you! I think out of all the chapters I struggled a little with chapter 5 so that will be something I review and work on to become a better CTO. Overall thank you all for this wonderful experience. *Tiana H, TX*

I wasn't sure exactly what to expect with taking an online class about becoming a CTO, let alone how easy it would be to learn from. To my surprise, this was a super fun and fulfilling online class experience. I was happy to have met all my classmates who brought many different perspectives, varying years of experience, and from varying areas of our County - which I think was the coolest part. I appreciate our instructor Candi and her direct, honest approach back to all our comments, and her attentiveness to the class the entire 6 weeks. I would highly recommend this course and PEI-911 Online as a source to take courses in the future. I hope my agency begins signing us up for more courses. I gained so many tools from this course to help be a successful CTO. *Sirena R., NH*

This course was an amazing experience for me. Some of the basic training information was a repeat but it was all things that were relevant and we can all stand to have repeated to us. This course is so full of information! I am sure I will be referring back to my textbook during my journey to fix our outdated training program! *Cassandra Q., OH*

This course has provided me with lots of good information that I am excited to implement into the CTO program at my dispatch center. I especially appreciate the templates and information on developing assessment materials. *John W., MN* Our 911 Center has needed a standardized type training program for years. Like I have mentioned before, I have been dispatching for a super long time and I've been a trainer for most of it and sometimes you go with what works and figure out what doesn't. Now that we have had multiple people go through this training, we should be able to put together a training course where everyone including the trainers will be on the same page and that's what I am excited about! This course will set this plan in motion. I feel that we will all be better equipped if we have better tools to train with thus, we will have more successful trainees. *Lisa D., MN*

I want to thank Candi for her dedication to this course and making sure each of us had a response from her for each of our assignments. I definitely learned a lot and this class was very beneficial to me, even having a standardized training program. It gave me ideas on how to enhance it and I was able to turn around and apply some of it to my current class of 17 trainees in the classroom. I also knew how important liability was, but this course textbook really went into detail about the different kinds, which I found important to know. I would definitely recommend this course to new trainers, whether in the classroom or only CTO's. We are actually going to be putting my co-instructor through the same course and I am looking forward to what he is able to take out of it also. *Jessica P., OH*

I was a little overwhelmed when I first opened the course on week one. Once I started the course all the information was presented very well and loaded with information. The last CTO class that I took had all the information crammed into 2 days, this was better in being able to read and process the information to better understand it. The feedback on every post that I made was helpful too. *Scott S., OH*

The teacher was amazing, great job making the chapters and course work user friendly and informative. *Laneisha C., FL.*

I am so thankful for the opportunity to be able to take this course. I learned a lot. I am very glad i took it so early in my CTO journey so that i can go into it with the tools i need to succeed and be better equipped with how to handle my trainees. *Chelsy D. TN*

I loved this class honestly!! Week 3 & 5 were by far my favorite and what I found beneficial. In my personal dispatch binder I saved all of the pdf's from chapter 5 (SEG guidelines, DOR, Remedial training, classroom evaluation form, and the training action plan). From week 3 (pages 11, 13 & 14 of the next). I am using all of those resources for my current trainee. Chapter 6 brought awareness as to how I need to conduct my training. I would recommend this class to any and everyone in the dispatch field. Thank you so much! *Lisa S., OH*

I found this course extremely beneficial and very well instructed. I thoroughly enjoyed having the instructor respond to every assignment and post in order to provide constructive criticism and feedback in order to better the trainers as a whole. I have gained knowledge in several areas that, I believe, will help me become a better trainer and provide trainee's with a properly structured process. *Brooke A, AL*

I'm extremely grateful that I was chosen to take this class. I'm very excited for our agency because I know that we are going to really amp up our current policy and procedures when it comes to training. I think now, instead of dreading training new people, I'll actually be more confident and much more relaxed. *Robin M., TN*

I hope this class is around for many years to come. Awesome class for anyone that has a desire to train telecommunicators or for any current employees that feel they "got the short end of the stick" and now Trainer is part of their duties. From this day forward part of the requirement for new Trainers in our department will be YOU WILL TAKE THIS CLASS. At least until I retire. Although I don't train new employees any more, I think any Director / Manager that are truly concerned about their training program should register for the class. *Dexter B, NC*

This class was awesome! I was so happy to be able to complete this online as I work nights and we are a bit short staffed at the moment. I do better with independent learning also and this class was just fabulous. The instructor was very helpful and quick to read and give feedback on assignments. *Jennifer J., MD*

I very much enjoyed this class and feel I gathered a plethora of knowledge. This class made me think about areas I may not have thought about without the critical thinking that was involved in this class. I also enjoyed the way this course was set up. Discussion boards help classmates share ideas and interact. It also makes the person writing really think about the topics and apply them. Overall, this was a great class in my opinion. *Bethany P., OH*

This course was very informative and I like the layout of it. I am excited for my next trainee and to be able to try out some of the things that I have learned. *Kristy K., TX*

This class has proved to be invaluable to me! I will save the resources for years to come and have made a whole binder out of them, complete with all of the assignments too. I enjoyed the information about making lesson plans and quizzes the most because I know that those are areas that I will utilize most days during training. I feel much more confident in my ability to be an effective communications training officer after completing this course! I have to say – I couldn't have done it without y'all *Jamie D., OH*

First I want to thank you Candi for the dedication you have for those of us in this class. Your inputs, experience, and professionalism are greatly appreciated. For me it was nice to take an actual trainer course, as many years ago we just became trainers and used the program we had. I think this class offered a lot of great information both from you and classmates about how our training practices can be improved. I would recommend this class for both new trainers and seasoned. I think it really makes you think twice about your program. *Kendra B., OH*

My final thoughts are that I am very glad I took this course! It taught me so much that I use in everyday life, not only for training. I use a lot of this on my children! I am very grateful for that. From active listening and communication skills, to the personality test, to learning how technical training can be with DORs, SEGs, and avoiding legal pitfalls, this course has instilled a lot of confidence in my training ability. There is a lot that I am going to take with me to become an excellent trainer and a better dispatcher. I loved how much this course covered, I loved that this course was a longer online course so I was in charge of my own time and learning, and I know I got more out of this course than just going to a workshop. I am really excited to start training now-- I start next month with two! *Lily G., MN*

This course gave me the confidence to go into the training experience with my shoulders back and head up. I now have all the tools needed to ensure success in not only my skills but my trainee. I believe the course is easy to follow and very hands-on for it to be online. Thank you so much for your time and dedication. *Alyson F. NC*

I had really mixed feelings at the beginning of this class. In one sense I was very excited, because the previous CTO class that I took did not really teach me anything at all, and I was excited to learn. When I found out that there would also be information about designing training I was even more excited. That being said, I was also nervous about it being an online class. I am currently taking online courses through a Community College to get an Associates degree and those classes are really not great, so I wasn't sure what to expect. That being said, I have thoroughly enjoyed every lesson in this course. I feel so much more prepared both as a trainer and as a training coordinator. I feel like I have been handed a lot of tools for what I need to do and am very excited (if a little intimidated) to get to work on our training program. Candi - Thank you so much for this amazing class and for all of the feedback that you gave. The instructors' feedback is definitely one of the ways that my Community College courses have failed and you far surpassed my expectations with this course. *Jordan F., OH*

I have learned and been refreshed on so many great points throughout this class. All of the Chapters had knowledge useful for anyone who trains, rather they are an entry level trainer or a trainer of 20+ years. *Colby N., GA*

First of all great class. I have learned so much from not only the class but from the other classmates and instructor. I am excited to take the items learned and incorporate to our training. I really have learned in this class that we are on the right path in our current training program however I see several areas we can improve on because of this class. I see several areas where we may not be doing it correct and I want to make sure that we are doing the best we possibly can.
Keri, OH

I was not sure what to expect from an online class to train trainers. My first thought was that this was going to be a lot of reading and taking written exams. I was pleasantly surprised! All of the information provided in the chapter was very useful reading and the discussions between us provided additional insight into the topics that on my own I may not have gotten out of the material. Thank you very much to Candi and my classmates! *Michelle E., OH*

I have to admit that this class was much more involved than I initially expected, but the course was very informative and the materials well-structured and written. I appreciate the design and organized format that made interacting with the coursework and fellow students easy. Thank you for your hard work and dedication to our profession. *Bethany D., FL*
I have taken plenty of online courses but this one was by far the best. The textbook was excellent and the assignments really made me think. The best part of this class was the instructor. The amount of knowledge I gained from the instructor was just amazing. I appreciate all her thoughtful feedbacks. Simply put, I gained more knowledge than what I expected so I am very satisfied with this course. I think all online courses should be taught like this. *Takahiro T., U.S. Navy, Japan*

This was one of the best online courses I have taken. Receiving great feedback from the instructor as well as student interaction. The responses and input from the Candi were personalized for each comment and each student. Great Job Candi and PEI-911. *Darlene L., AZ*

This course is beneficial for anybody that wishes to become a CTO as well as an excellent refresher course for those that have been training for years. The text is well written and provides quality examples of training materials and how to develop your own training documents. The class makes good use of real calls for students to critique as they would be required while training. Both instructors were very knowledgeable about the subject matter and offered examples of where we need to improve our skills but also where we are strong. The information that I have learned and will take away from the instructors, the text, and my fellow students will help shape my department for many years to come. What I have learned here will help build the foundation for every future dispatcher and calltaker for years to come. *Scott W., FL*

I really enjoyed this class and liked reading other classmates ideas and suggestions as well as the challenges they have had as trainers. When I was a trainer at a smaller agency, we did not have a training program and I had never heard of a DOR for dispatch. That was something only the police officers used. I can see now, how stupid it was for not only the agency, but for me to take on the liability of training without any support. I'm really glad I was able to take the class, and look forward to using all the tools and information I learned to help me be a better trainer in the future. *Kim Evans, OH*

Confession: When I requested to attend class for training officers, my assumption (yes, I know) was that I was going to be sent to a three day class like the other CTO's were. When my supervisor sent me an e-mail link and explained my class would be over 6 weeks ONLINE!!! WHAT?!?!?! I never said anything to ANYONE about how unfair I was treated and how this is a waste of agency money, but, I will be a good little soldier and do what I am told. Fast forward six weeks ~ I could not have imagined a better experience! I enjoy the material, the "tests" we took to better know ourselves, the feedback from Candi, the professionalism, and the convenience. I know my expectations were low, but this course exceeded the expectations I had for the course I thought I was going to go to. I am glad I was chosen to take the course this way! *Karen N., OH*

A big thank you goes out to Candi and Tony for the course material, the assignments, the positive comments and the valuable guidance. I believe this course is a must for any communicator acting as a trainer in that the lessons learned, skills taught and thoughts provoked are paramount for effective training, learning, and documentation. Having completed the course I can't believe we've been training for so long without anything close to this kind of training. The course is demanding if you invest yourself but what I've come away with will most certainly make me a better trainer AND communicator. I also think that a lot of what we came away with should be shared with all communicators, not just trainers. *Joanne M., Canada*

At first I was not very excited about doing the class online. I have taken other online classes and a "blended" class and did not car for either! HOWEVER, this class was not like the others. I did take home several new ideas from the textbook portion, but I took home as much from reading others posts! Thank you. *Mark M, WI*

The online course was very beneficial and helped me tons!! I've learned a lot about my training styles compared to the other gals. It was great to read other CTO's opinions and thoughts about the training process and how things are done in their agencies. I really appreciate all the feedback from the instructors and most definitely appreciate the extension of the completion of the course; it has been very busy, but definitely wanted to complete this course. The course workbook was tremendous help and I know I'll be passing it on to the other trainers and using it in the future myself. Overall, it was a great course. I'm the first to use it at my agency but I will most definitely recommend this class to the other trainers.
Maricela C., NV

I really enjoyed taking this course! When I begin to train, I will be confident that I have the knowledge needed to do so. The course has shown me the importance of good paperwork and a good lesson plan. I enjoyed reading all the feedback from the instructors as well as the point of view from the other participants in the course. Since taking this course, I have gone into work trying to do an even better job as a Telecommunicator! *Jill L., Canada*

This course had a lot of very up-to-date and applicable information. The content was a pleasure to read and very well written and organized. My expectations were surpassed by far. *Adriana R., Canada*

Wow, I can't even begin to tell you how much I have learned in this course. I only began training at the beginning of this course and I wish I had done Week 5 before I started. It changed the way that I view the paperwork portion of my training. I have really enjoyed reading through the discussions with everyone's assignments and learned a lot from everyone's experiences. *Karen H., Canada*

To be honest I thought this course was a lot better than what I expected. You can only do so much with an online course and this is definitely one of the better online courses I've taken. I like the fact there is interaction between the students and also between the students and the instructor. Also, the information presented in the course was very beneficial, especially for myself being a new trainer. Hopefully I can use this information for a good base and build from there. *Joshua M., MN*

This has been a very enjoyable course to take and has given me a great insight and review on training. I've had a great deal of experience in public safety in different roles training new folks for different jobs, however now I will be able to apply my knowledge and skillset to the dispatch field and help training our future communications personnel. I look forward to many more training opportunities such as this one as it was a very useful and informative course. *Shaun M., ME*

When my Lt said that I was going to be taking this course, I was not very pleased. I have been training on our department for several years now and have had many successful dispatchers. After week 1, my attitude towards the class changed. The subject matter has really hit home as to how to improve our program. The ideas and comments made by other students in the class have been very helpful in two ways. The comments have given some great ideas on how other centers deal with trainee problems. It was also nice to see that big and small dispatch centers have similar problems. Thank you for this opportunity to learn from you and share my experiences with all of you. *Terry Z., OH*

I have learned a ton in this class! It has made me more comfortable as a trainer, being able to see the process through from start to finish. Seeing great examples of standard training, and how important that is. And also just realizing how important the role of a good trainer is! Being able to be part of a bigger picture that helps our profession's future grow, and being the best that I can be! Thank you! *Emily J., MN*

I really appreciated the quick instructor feedback and the course resources were extremely user friendly and easy to understand. Thank you so much for a great class!!! *Linda T., IL*

I found this training very beneficial. I feel like it has prepared us to best train new dispatchers as well as gives us the needed resources to complete the revamp our training program so desperately needs. *Kaitlyn O., SD*

I've never taken an online course before and wasn't sure what to expect. The layout was easy to follow, the material was very involved and a great resource. I will definitely encourage my coworkers to take this course or at least provide them with the link so they can look into some other courses that may interest them. I hope to take more online courses over the next year or two and will definitely be keeping an eye on what you are offering. The instructors provided feedback in a timely manner, which makes a huge difference. There were a few questions that I wasn't sure if I was on the right track, so I didn't continue on with the questions until I got some feedback. Thanks again, you guys are doing a great job – you obviously love what you do! *Cheryl S., Canada*

This course provided me, as a veteran dispatcher and training officer, with some tips and guidelines when it comes to dealing with trainees and the training process. Candi and Tony were very helpful in their feedback and helped me “think outside the box.” Although someone may have been doing this job for a long time, we can all learn something new.
Charlee L., FL

I feel more comfortable after this course and look forward to my future in training! I like learning all of our personality differences and our personality styles and learning styles. This will help me with training different kinds of people.
Alaina W., ID

I have been in this business for 18 years and have been actively involved in training for 17 years. I try to stay up to date on training issues and ideas and this class was wonderfully presented in easy to follow formats. I am happy to have taken part in this course. For all of you that might be newer to being a CTO, take my advice and take another class in the next 5-7 years. You will be surprised at how much you will be reminded of and some of the newer techniques. Being in this course you receive quality instruction, excellent training materials, forms, SEG's etc. It is great to be able to take so much back from a class. Thank you Candi and Tony for the instruction and thank you to the classmates that I have also learned from. It is interesting to see so many different views and hear about the different agencies. *Laurie S., IL*

I enjoyed this online course. It's the first one for me and I lived through it! The course has provided me with insight for future training. Thanks for the constructive feedback on each and every assignment that we submitted. *Cathy T., Canada*
What I have gained from the material and everyone involved has de-stressed my outlook on being able to solve my training problems. Sometimes being reminded that you're not in this alone and advised on how to overcome the situation helps a great deal. I truly love what I do and I want to make it easier for future applicants to take the journey I've been on. Thanks to everyone for adding the foundation and first stepping stones to making this a reality. *Penny R., NC*

This is a very good course for CTOs to take and will assist them in all aspects of being a trainer. I learned the most important thing in this course is that you need to document everything, from task analysis, SEGs, lesson plans, DORs, remedial training, and training action plans. I like the idea of evaluating the trainers as well and will utilize this for our Service. Thanks to everyone for their feedback and support. *Theresa B., Canada*

I have learned several things that will help me as a CTO and will allow me to further my career here at my agency. I found sections hard but that was because I had not dealt with certain parts of the course. After I read over the textbook dealing with the portions I had problems with and the feedback from instructors I had no problem figuring it out.
Jeff K., AL

I have learned a lot from this course and appreciated all the feedback from both Candi and Tony. It is a lot of material to cover in a short time period when juggling both a full time job and a family. Having said that I am thankful for the opportunity to have participated in this online course and will definitely apply what I have learned in future training.
Nancy S., Canada

This course has provided me with an incredible amount of material and I feel more confident that I now have the qualities and the ability to be a successful trainer. *Charlene H., Canada*

I am fairly skeptical about online training as a rule. I found this to be a pleasant exception. I am confident that the materials will help us to implement and then fine tune a training program. I have been especially thankful for the forms and information in the text. These will give me excellent references as we craft our training world. I liked Tony's suggestion of phased training. It seems like a good answer to keeping training relevant and therefore logically grouped.
David H., NC

I really enjoyed the class and I equally enjoyed reading the responses from my classmates! Thanks, Candi for all your expertise, comments and advice! I will use the knowledge I learned in this class to be a better trainer and to improve our current training program. *Mary M., IL*

Before taking this course, I didn't give much thought to how in-depth my responsibilities were going to be. I was just going to go out there and try to teach what I know, fill-in the forms, and toss in some encouragement and compassion. I will now be giving much more thought into how I train with respect to documentation and different approaches to training. This course will definitely make me a better trainer in the end. *Wendy Z., Canada*

I came into this course having been a trainer for 2 years already and did not expect to learn that much as I have been exposed to many of the lessons outlined in this class. However, I was pleasantly surprised to find that there were several new concepts that I learned from this course that I will definitely be implementing into my training. *Jacob P., WA*

I feel that this has been a very rewarding and beneficial class. I hope that the knowledge I have obtained will benefit my new trainees to come. I am sure that the first time will be scary. I especially liked learning how to be able to talk to trainees and how to use different methods to help them and me. The different methods and information obtained has already broadened my knowledge. Thank both of you for the class! *Charlsie S., TN*

I found this class very beneficial to me. I have not had any formal training on being a trainer until now. I don't regret spending my own money to enhance job skills. I'm taking a lot of knowledge and experience away from this class. *Melody L., OH*

I really enjoyed all the things I learned in this class. I got some great ideas and plans from this class that we plan to implement in the near future. I think this will help our training program become much better and make us all better trainers. *Terra S. AL*

It has been a pleasure to read the responses of the other participants in this training course and realize that, despite coming from different parts of the world, we have a great deal in common. Though this job is incredibly stressful and sometimes feels thankless, we are people who put the needs of the public and our first responders ahead of our own. It is a comfort knowing that each of you are serving your communities and are responsible for passing your knowledge on to your trainees. Candi, thank you for access to so many great resources. I will put them to good use in a short time! *Samantha F., Canada*

The thing that I was most excited about before starting this course was getting our training program more standardized and structured so that we could be consistent in training new hires. This program has provided me with the resources to do that. But, in addition to the resources, it tied together my personality, legal issues, and dispatcher's relations to the caller with the standardized DORs and evaluations. I'm looking forward to incorporating these things into our training program. *Becca O. NV*

This course has been really helpful, especially in learning how to efficiently develop training plans and organize DORs to explain to the trainee what they did right or wrong. This class also helped me feel more confident in my training abilities. While I learned new tools, many of the methods I used were also reinforced throughout the text which gave me reassurance that I am doing good! *Chelsea B., NC*

I just wanted to say I thoroughly enjoyed taking this class. I have learned a lot a great information and I know this will help be a better trainer. I have already started implementing certain things I have learned in this class. For example letting my trainee listen to radio traffic from other console they are not working to improve their listening skills. After taking this class I feel my role as a trainer is more important that I had felt previously. Thank you very much for all the great information and techniques. *Stephen S., NC*

This course has really helped my confidence in my future training. I was offered this training multiple times and declined because I just wasn't confident enough , and always used liability as an excuse. But the course broke everything down and explained if one does their job accordingly all should be ok. Seeing the experience and reading my other classmates responses was also very helpful, especially when one speaks of how their agency runs their dispatch center. *Sabrina S., FL*

I would just like to say that this was a great and very well put together class, I learned a lot from this class and I'm excited about what my agency can do to come up with an excellent training program with all the information we learned in the past 6 weeks. *Jennifer H., TN*

This course was great! The material was very insightful and will help better our training program as we move forward! The documents will be a great tool to provide the Trainers with in order to keep the program consistent and eliminate the possibility of lawsuits that could potentially be brought against the department during the training process. *Lauren M., NC*

I would have to say I found this training class very beneficial and definitely helped to prepare me to be a trainer and helped give me the confidence I was lacking. I think it has helped prepare us and gave us the resources we needed to rework our training program and hopefully will make our training program much smoother and more efficient. This class has made me excited for my personal future and the future of our department. *Miranda B., SD*

Thank you for this informative class. PEI-911 course was very helpful and educational. I will use and already see myself implementing in my dispatching/training and the knowledge obtained in this course. Thank you for your insight and time! *Jessica S., OH*

I am very pleased that I was afforded the opportunity to take this course. It taught me a lot about my personality and training style and showed me how I can use my strengths to best train new hires. The material covered in this course showed me how to design training programs as well as evaluate performance. I learned that training is much more than passing along the knowledge you have gained while working at your department. I appreciate our professor for taking the time to respond to each of our discussion posts to help keep us on the right track as well as share additional knowledge. It has been very beneficial to my learning as a student. I look forward to putting this new knowledge to use in helping build our department's dispatch center. *Luke S., FL*

This class was very knowledgeable for me. I have unofficially helped train in the past, but this class taught me the on how to make sure the training is given to the trainees in an appropriate manner and how to have confidence in what I'm teaching. I was just talking to my boss today on how well the material in this class is taught and presented. I made the recommendation to have this class as the assigned class for any future trainers. We also discussed on implanting lesson plans within our training program. *Adrianna P., OH*

Thank you Candice for sharing all of your knowledge, instruction and feedback during this course. It has helped me in many ways. I was a trainer at my last agency but was never formally trained on how to do so. Going over all the topics we discussed really refreshed my skills and has shown me other ways to handle situations. Learning how to correctly and efficiently fill out a DOR is going to be most beneficial for me. I cant wait to take what I learned here and put it to use with my future trainees with the hopes of my knowledge helping them become successful calltakers/dispatchers. *Jessica M., OH*

I really enjoyed this class. Having trained someone before taking a class like this I can see just how much room I have to grow and how much I didn't know before. I think everything in this course will help me to become a better trainer and ensure my future trainees are given a fair chance to succeed. *Bailey P., ME*

First, 6 weeks goes by really REALLY fast! Besides that, this course was very informational and I was able to take a lot from it and was also made aware of areas in our own training program that could be changed for the better. I feel like our training program will grow into something amazing and helpful for any trainee. With the 4 of us from our agency taking this course, and then coming back to put our heads together to implement something great, it leaves little room for a new hire to come in a fail. As long as we apply what we have learned and have an eager trainee, I believe our agency will be unstoppable! *Lesli W., TN*

I found this course very interesting and informative. Being new to training in the dispatch world I found the information useful and current. I will be assisting my agency develop and institute new trainee guidelines. This coarse will definitely help prepare me for that task. Thank you to the instructors and classmates for making this an enjoyable class. *Richard W., NH*

This class really showed me the big and small things that were involved in training. I can't believe how much there is to learn. This class has really set me up and has given me some great tools to hopefully have a successful trainee. I am super eager to use these tools on one of my future trainees!! I am excited to use this knowledge I learned and become a great trainer in the future. *Courtney F., ME*

I wasn't really sure what all I was going to learn from this class. But I can say it has been a lot. I've learned techniques to help in almost any situation that will arise. I've learned to remember my days as a trainee and what I want to repeat and what I want to avoid. And I'm going to be wearing several different hats during this time and I want to do each one proud, not only for my agency and my dispatch team but also for myself. I think this will be an enriching and humbling experience and I'm looking forward to it! *Karin P., MN*

This class was so much more than expected, I really enjoyed all the information I've obtained in these last six weeks. *Megan J., AZ*

I must admit that I really didn't expect this course to be as involved as it has been. I enjoyed the topics and discussions; it has been nice to see so many perspectives. I believe that I learned so much from our instructor as well as my fellow course mates. It's been a very informative 6 weeks and I have enjoyed it all! I'm thankful to every one of you, and too those of you here that are in my agency, I look forward to seeing you all grow as trainers! *Neicca M, FL*

This training has been incredibly helpful. I have learned about the different types of learning styles, the different ways to train, ways to handle conflict in training, ways to write up different DOR's and training plans, and how to help cover myself from the liability that comes with training. I am very thankful for this training and excited to begin training with all of this information that I now have! *Kaitlin G., CO*

I found this course full of so much useful information that I didn't even realize I needed. I feel like you learned a lot but it was not overwhelming. Thank you allowing me to take part in this course. *Emily W., FL*

Although I've been a trainer for several years at other agencies I've worked, I think this class has been very beneficial and opened my eyes to things I hadn't noticed before, and gave me refreshers or a new outlook on some of the things I have done. The week of creating DOR's was the hardest for me, but very needed! I thought I was thorough before in my DOR's, but that week showed me how much room for improvement I had. Candice, I appreciate all the feedback you've given us, it's definitely helped get us on the right track for training! *Tiffany W., OH*

This was my first time taking an on-line class and I really enjoyed it. The set-up was very organized, and the questions made you think. I found this class very valuable and has made me rethink some things about our current training program, and ways I could improve upon it. Thank you! *Jennifer M., AK*

I really have enjoyed this course from start to finish but I think I really benefited from week 5 by learning how to properly complete a DOR. I was not previously shown how so that has brought forth a lot of information so I can give proper feedback to my trainees going forward as well as try to balance the criticism as well as the praises when applicable. It has been awesome being able to view the conversations from other points of view as well as interact with other classmates and get valuable feedback from Miss Candi our instructor. *Autumn F., FL*

The course was completely different than I had expected. Considering I had a previous course. This was more involved on the documentation and giving examples of how to document as well as learning more about yourself than the trainee. It was surprisingly pleasant to go through. *Keona S., IN*

This class was incredibly helpful. My supervisor has been trying to push me into becoming an FTO for a couple of years now and I have been trying to avoid it because I was a little intimidated by taking on the responsibility of someone else's success. I plan on using the things I learned here to try and push for our training regimen to become more streamline and uniform. I think it's helped take some of the anxiety away and motivated me to try and change things for the better here. We desperately need something more organized, and I didn't even realize how badly we did until now. *Amber R., TX*

I came into this class not knowing exactly what I was going to get out of it because I have been in the field for long time. However, the textbook went over so many different topics and broke them all down nicely. I have definitely gained knowledge that will help me train new hires. The course stresses the importance of consistency, documentation, and setting a clear training action plan. *Candice M., OH*

I am grateful to be selected to take part in this training by my department. Overall, I was presented with a lot of information that I was vaguely aware of and am finishing feeling a lot more refined. I really enjoyed the amount of roleplaying and delving into what training entails. Training seems so simple in principle, "do this to do that; watch me and repeat," but there are many intricacies to it that this course made me think about. *Josiah L., WI*

I am thankful for the opportunity to participate in this course and build a foundation from which I will become an educated CTO. I found the course materials not only informative, but well organized, and appreciate the use of example material that will help me build my own training coursework in the future. Thanks to this course, I believe I have the tools to not only train exemplary dispatchers, but to avoid legal pitfalls while doing so. *James D., OH*

I feel this course had a lot of information that is helpful to anyone who is responsible for training in some capacity in the field. As trainers we don't always see the whole big picture of how we're connected to more people than just our trainee, we're connected to every call or radio traffic that trainee and their future trainees have in the future as well. This course definitely gave a full rounded view of good advice, tips, and more effective ways to train and understanding the difficulties we may face. *Toni W., TX*

My final thoughts are, I am happy to have been a part of this training. I feel like this course will make me a better trainer and has helped me find solutions to problems that may arise. Different ideas on how to fix certain issues such as teaching a "radio ear" will definitely be beneficial. Having you as an instructor and awesome classmates has definitely made it enjoyable also. *Crystal D., MN*

I volunteered to take this course as an alternative to the APCO CTO course that we currently use. I found it very informative and educational, as well as personable. I plan on recommending it as an alternative option. It was a good refresher and reminder to areas that we need to be more mindful of as CTO's. *Jessica L., MN*

Our agency had a dispatcher and Lieutenant already attend this training prior to our agency updating our training manual. I believe that now that I have gone through the training, I will be able to better offer more uniformed and valuable input when reviewing the program on an annual basis. This program has really opened my eyes to different areas that I needed refreshers on and areas that I have not been exposed to. I will use this information to limit liability and hopefully give future trainees the best opportunity at success. *Estevan C., MN*

I think that this course was well organized and thorough, covering important issues that trainers and trainees face throughout the training process. I believe that the information covered in this course will allow me to successfully train, giving me the confidence need to perform my duties as a trainer to the best of my ability. The information presented in this course provide an excellent guide to training and how to handle any training obstacles that may be encountered throughout the process. *Becca W., NH*

Throughout this class, we have covered a variety of topics on being a CTO. Overall, I thought this course was very beneficial to me as this was the first official course I have taken since becoming a FTO at my agency. I learned a lot when it comes to working with new hires, the importance of documenting the trainees progress and the liabilities of being in the position of a CTO. I believe that this class has benefited me in not only being coming a better CTO but also has provided different tools and techniques to work with new hires. Also, this class has brought up the idea of a classroom style learning in the field training program. This program has also given me different perspectives and ideas to bring back to my home agency to help better our training program. *Matthew C., MN*

I found this course to be very enlightening and have taken away a lot of information! It was very well thought out and I look forward to taking courses through the PEI-911 system again. *Megan G., NC*

I felt this class was extremely informative, especially being a newer trainer at my center. I am HUGE on following plans and having the same information and procedures taught across the board. I am hoping that everyone here from my center that took this course agrees that our center desperately needs some sort of formal training guide and that we can work together to put one into place for all future trainees. I am looking forward to putting into practice how DORs are done, as well as better training methods for trainees such as games or other activities that doesn't make everything they are learning so cumbersome. Thanks for the course! *Amanda R., MN*

I don't even know where to start because there was so much high value content in this course. I know some of the biggest takeaways for me involve creating lesson plans, writing out SEGs, developing classroom training, and everything that covered the logistics of being a trainer. My head is spinning a little from all the information I learned in this course. But I know once I sit down and focus on one certain task, when it comes to revamping our CTO program, that it will be much easier to manage that task because of what I have learned here. Thank you for all your time and effort put into developing and running this course. It was excellent and I am grateful I was able to partake in it! *Katy R., NH*

This course was very beneficial and informative. I learned new techniques, rules and laws that I will for sure use and share throughout my CTO career. The things that you thought you were fully aware of went into more detail and opened your eyes to more than you thought you knew. The textbook was also easy to read and follow. I would recommend this course to anyone who is looking to become a CTO. *Paula C, FL*

I have learned so much during this course and I will take all of this knowledge with me when training my first trainee. I feel like I am much more confident and prepared to be an FTO after completing this course. Ms. Solie was a great professor and answered all of my questions and gave great feedback on each assignment. I appreciate her dedication to teaching us how to become great 911 trainers. This job is hard enough as it is and teaching it is going to be even harder but, with the knowledge learned in this course I know I will be able to succeed. I am also grateful for my classmates and learning from them also. *Rebecca D., OH*

I am very glad I was fortunate enough to take this course. All the information we learned will be extremely helpful and valuable in my CTO journey. All of the topics in each chapter were informative. The course was easy to follow. I appreciated the feedback from not only the instructor but fellow classmates as well. It was refreshing to get different perspectives. I wish every one of you the very best. We are so blessed to be the calm voice at the end of the line. *Anais P., FL*

The course was very organized, and I enjoyed how the lessons were introduced. The coursework was easy to understand, and I felt comfortable asking questions if I had any. Overall, I enjoyed the course and found it very helpful to my position as a trainer. *Lauren C. OH*

I learned so much during this course. I feel I can now confidentially update the training manual for our department. I think what I have learned in this course will be extremely valuable. I learned different teaching styles such as role playing, etc. I think that will be beneficial for many new in-coming trainees. Also having a set training course where all trainees teach exactly the same way and teach the same thing will help immensely. Many of the evaluating performance forms such as a DOR (ours was outdated) and a training action plan will help. I also enjoyed learning how to create a Job Task Analysis (JTA). That will be beneficial to the training program as well. Thank you so much for such an incredible program. *Megan V., NC*

The class was very thorough and the instructor very encouraging, helpful, and kind. All of our assignments were graded in a very timely manner and the feedback was fantastic. Thank you very much. *Fay T., MO*

I found this class really interesting and beneficial for me. I have never trained anyone before but with what I learned in the class I feel ready to be a trainer. I can't wait to put what I learned in the class to uses. *Kenna S., WI*

I am glad I was able to be a part of this class. I feel that the information was presented in a very understandable way. The key points were easy to digest and understand. There is so much I didn't think about before this class and having the chance to look at and take part in some of the things like the development of a training program gave me a chance to see how things come about. Learning about liability was also a big part that both surprised and enlightened me of the potential dangers of training. I'm still new to this profession, not yet three years as a dispatcher. So, I am learning constantly and I enjoyed this opportunity to learn even more. *Matthew H., TN*

I love the information that was provided in this course. It is also extremely beneficial to me that the materials included situations that may occur and offer ways to handle said situations. The communications between the instructor and classmates are great as well. *Cathy C., FL*

This course was very well put together. The textbook provided detailed information that made the material easy to understand. The training evaluation in Lesson 5 was difficult but it pushed us to really think outside the box. It is necessary to stick to the facts and the feedback from the instructor was spot on. *Deshinet H., NC*

Coming into this training I was struggling with on how I can become a better trainer. I was struggling with whether or not this was the right move for me, which is why I opted to take this course. After this I am confident that this was the right move. Taking this course has made me realize that there are different ways to teach a trainee and showed me how. I also struggled with my evals, but having some of the examples like the DOR's and having to respond helped me see the right way to do these evals and not critique them directly. It also helped me realize that my department needs a training class for those who want to become trainers, it's a severe legal liability not having one. *Jazmin M, NH*

Thank you for offering such a well-structured and informative course. I truly appreciated the thoughtful layout, relevant examples, and practical tools provided throughout. It made the learning experience smooth, engaging, and immediately applicable to real-world training. *Arica L., FL*

Candace, your class and all the information provided has been so beneficial. I greatly appreciate everything you've done to prepare us. This class has reminded me that really no matter how slight, everything is important for us here. Thank you again! (Also, many of my co-workers say they miss your class and have talked lots about how amazing you are!) *Myrissa H., NC*

This course has been great, and it has been an honor to go through it with each of you. Thank you for a well thought out and put together CTO training course. It has also been great hearing how other agencies operate and their methods for training, and I thoroughly benefited not only from the course material, but also from others in the class. *Ben P., TN*

This class was an eye-opening experience. I took away tremendous amount of knowledge that I will (hopefully) implement into my centers training program. I really enjoyed reading about communications skills and how adults learn. I thought the textbook was easy to follow and understand. The text had great examples and explanations. Lastly, thank you to the instructor for being so responsive and quickly clearing up all questions I had. I look forward to taking this information back to my center with the hopes of improving our program. *Alliana H., OH*

I have had a very busy schedule in both my work life and personal life throughout the duration of this course, but everything was laid out so easily, and even though I never had the need to, my instructor made it clear that we could reach out at any time should we need assistance, I really appreciated that. I learned a lot and this made me excited to learn even more beyond this course. Thank you! *Alex H., FL*

I want to thank everyone for being so awesome in this class! Interacting with every has been great fun. Being able to converse with other classmates and see their point of view. Also getting a glimpse of how other agencies operate is nice. *Dana C., FL*