



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

PEI-911 Online

The Public Safety Group's **Stress: It's All in your Head**

I am very happy that I took this class. It has shown me that I do have control of the stress that is in my life. I have found ways to either eliminate the stress or at least lessen the stress. The damage that stress has on the brain and the body is extraordinary. I will take what I have learned from this class and share it with my coworkers. Hopefully, it will be used in their personal life as well as their job. *Kari P, FL*

This was probably the best stress management class I ever took. I really like the format and the interaction with my classmates. I hope to take other classes that you may offer. It was very insightful. Thank you for your expertise and help. *Eileen B., ID*

This is the first online discussion class I have ever taken. I thought it was very interesting and at first a little difficult because it's not the style I am used to. But over the last few weeks it became easier and I thought it had a very good layout and very easy to navigate thru. There were some very good topics and discussions and I enjoyed reading other's responses. I would feel more confident to take another online discussion course. A lot of very useful information and I am excited to try some different techniques other than what I have already in place. *Ronald C., ID*

I would like to say thanks for allowing me to use this class as an outlet. Initially I was not thrilled about taking this course but it came when I needed it the most. Everything happens for a reason and this course has opened up my eyes to a lot of what I am dealing with in my life right now and how to manage it effectively. *Damara T, FL*

I enjoyed this course. The information from the book was very useful and will continue to be so. I hope that someday it will become clear that dispatchers do have a very tough job – we don't just sit there. *Jennifer W., OH*

With all the information that was provided in this class it only brings to light that we as communications professionals need to be re-classified as a "high risk profession." We work in a high stress environment and are just as prone to burn out as road personal (police officers and firefighter/paramedics). We are subject to untold stressors that weigh heavy on our minds. The outdated mentality that since we are indoors and away from "danger" we are free from harm is simply not true and that thought process needs to be changed. Years ago there was no such thing as "post traumatic stress disorder" and it was all just part of the job and you just dealt with it. Now we are armed with the information about this real disease and the implications it can have on our personal and professional lives. It is really up to us to encourage our state legislators to change this and rectify the problem. *Scott W., FL*

This is the first time I have ever taken an online class and found it very knowledgeable. I am not a dispatcher but I have applied for the position of one. So I am hoping this stress class and the information that my classmates wrote will help me handle stress before it kicks in. *Donna D., NM*

I enjoyed taking this class and will use many of the techniques discussed. *Diana E., ID*

I am grateful to have been afforded the opportunity to take this class. I definitely will be putting several of my employees through it. As said in a previous post, the great thing about this course was that we learn that we are not alone in how we feel and people do talk about it. It is a great avenue for people to use to get things out that they normally might not. *Jennifer C., CA*

This I think has been the first class that I have taken online while at my job. I find this class was very resourceful with just being able to talk to the other classmates. I liked how the course was laid out and that everything was easy to navigate. I will hopefully take more in the future. *James B., ID*

I enjoyed the course in that it actually forced us to think about how stress is a force in our lives. The information is available to us in other formats, but we normally just ingest the information without thinking much about how it affects our lives. This course makes it personal and that is what makes it a good course. *Charles W., ID*

I enjoyed the class greatly. The instructor was very helpful and the material invaluable. *Melanie S., SC*

This was a very good learning experience especially since stress is a part of everybody's life. Learning different techniques to use in managing stress is now a very helpful tool for me. Anything I can use to help me be more comfortable in my work life as well as my home life is a wonderful thing. *Victoria B., MD*

This course was extremely helpful and expanded the knowledge I had already tried to obtain to help me through the stress we deal with in our job. I think every dispatcher should take this course and it should possibly be required for all those that are new to the job. In my case, I have been doing this job for over 11 years and it is possible that if I had taken this course near the beginning of my career I could have avoided some behavior that may have been detrimental to my health. I am glad now that I have some tools to assist me in stopping or reversing the damage that has been caused due to stress. *Melissa B., AL*

I think this is a course that every communications professional should have to take. It really lets you know how important our jobs are, but it also lets us know how important it is to take care of ourselves when stress starts to take over. Learning the types of stress, how to work through them by talking, exercising, or doing whatever is necessary to get through it without letting stress destroy us. Changing our attitudes by thinking positive and not letting the minor things bother us can make a big difference. Any time a major incident happens, we need to take a step back look at what happened, talk about it, and do whatever we need to so we don't bring it home and let it eat away at our lives. Reading the other students feedback helps come up with new ideas and lets us see how others handle stress. We can pass this on to others and maybe help them. I thought the course provided me with a lot of information I never realized about stress and gave me some good ideas of how to handle it in the future. *Daniel D., MA*

Going into this class I was well aware that I had issues with stress but as we got into the course I realized how poor my stress management has been. Now I've got some ideas on things I can (and need) to do in order to get my stress under control so that I can be happier and healthier. I am appreciative of the numerous suggestions presented in the textbook on the simple changes I can make to better control my stress. *Tanya S., MT*

This was a much needed class, this topic is a very important one. I found that I didn't fully realize that I could be doing everything I can to relax and destress. Also from the different reading materials we went over I feel like I'm better prepared to assist others in their stress and be more attentive towards to my own stress. Very thankful I was able to take this class. *Jesse D., MA*

This class is valuable, especially for our profession or any profession of service. Dealing with the public in times of need, hysteria and fear is difficult and does cause stress, this class teaches the source of stress and how perception can be changed. I feel can be the difference needed in any comm center. *Cynthia M., MA*

I believe this course was very insightful having provided a lot of information on what stress is, its various causes, management of stress both at work and at home. Also due to the way the class was presented and its forum based responses it gave varying viewpoints which helped with understanding how others may view stress in there life both at home and work and how they combat it. *Brian E., CT*

I believe that this class could not have come at a better time considering the trauma we have dealt with in the center I work in. This helped me to realize that there is help if needed or somebody to talk to and listen. There are some things I can control and others I cannot. *Sarah A., NY*

I think that this class was well presented and it was nice to be reminded that we as dispatchers are important and that we all forget to prioritize ourselves. It was helpful to see that others have the same issues. It's easier to slow things down and take a real look at what's going on when you don't feel alone and like "no one has ever felt this way before." *Derek M., MI*

I felt the course was beneficial for me, all the information was put forward in a way to make it easy to understand and get key points from it for the lesson and yourself of how to deal with stress. Learning to manage the levels of stress going on in our lives can help prevent a burnout at work and keep a healthier lifestyle to maintain healthy relationships and keeping yourself healthy for a longer life. *Kyle L., MI*