



CHALLENGING CALLERS, 4th Edition – Communicating with Children, the Elderly and the Mentally Impaired

Some calls are fairly straightforward. Someone has an incident to report, you gather the details, and you send help. But then there are those other calls. The ones that test your patience, your training, and your skills. These callers are not trying to frustrate you. They have important information to share, but they might not know how to say it, or they might not have an accurate grasp of reality. When communication breaks down, it is incredibly difficult to give them the help they need. As a public safety communications professional, you need to be a master communicator. This course will help you build the skills to demonstrate that mastery, no matter who is on the other end of the line.

PREREQUISITES:

Public Safety Communications Experience

BENEFITS OF TAKING THIS COURSE:

After taking this course, you will be able to:

- Understand and apply effective active listening techniques.
- Understand and apply the general guidelines for communicating with verbally impaired callers.
- Develop a general understanding of the most common serious mental illnesses that can inhibit communication.
- Understand and apply the general guidelines for communicating with the mentally impaired.
- Understand and apply the general guidelines for communicating with the elderly, including those with Alzheimer's.
- Understand and apply the general guidelines for communicating with children, including those with Autism.

WHAT YOU WILL RECEIVE:

- The ability to interact with your peers – discover common problems – find out what is working for them – share information and materials – build a support network of friends in like positions.
- One-on-one mentoring - feedback and assistance from your instructor as you gain a basic understanding of how to effectively communicate with these challenging caller types.
- Certificate of Completion from **Profile Evaluations, Inc.** awarding **8 training hours** upon successful completion of the course.

COURSE OUTLINE:

Week 1: The Big Picture

- Active Listening – The Key to Effective Communications
- General Guidelines for Communicating with Verbally Impaired Callers

Week 2: The Mentally Impaired

- Common Serious Mental Illness
- "Frequent Flyers"
- Guidelines for Communicating with the Mentally Impaired
- Specific Suggestions for Communicating with a Person with Alzheimer's
- Suicidal Thoughts or Actions

Week 3: The Elderly and the Child Caller

- The Elderly
 - Guidelines for Communicating with Elderly Callers
- Child Callers
 - Guidelines for Communicating with Child Callers
- Dealing with Autism and Autism Spectrum Disorders (ASD)
 - Guidelines for Communicating with an Autistic Child or Adult
 - Reported Missing Autistic Child or Adult
- Course Wrap-Up and Final Exam

TUITION: THIS COURSE IS TAUGHT OVER 3 WEEKS VIA PEI-911 ONLINE.

\$270.00 – includes all course materials

Register Online at www.pei-911.com

Register 4 or more students and receive a 10% discount!

2026 COURSE DATES

January 5, 2026 – January 25, 2026

February 2, 2026 – February 22, 2026

March 2, 2026 – March 22, 2026

April 6, 2026 – April 26, 2026

May 4, 2026 – May 24, 2026

June 1, 2026 – June 21, 2026

June 29, 2026 – July 19, 2026

August 3, 2026 – August 23, 2026

August 31, 2026 – September 20, 2026

October 5, 2026 – October 25, 2026

November 2, 2026 – November 22, 2026

November 23, 2026 – December 13, 2026