

# PEI-911 Online

## COURSE CATALOG

**Professional Training for Public Safety  
Communications Professionals**



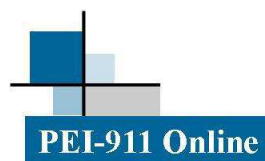
<http://peionline.mrooms.org/>

For questions contact:

[info@pei-911.com](mailto:info@pei-911.com) or call 386-239-3514

# TABLE OF CONTENTS

<b>ABOUT PEI-911 ONLINE .....</b>	<b>1</b>
FREQUENTLY ASKED QUESTIONS.....	1
<b>ABOUT PEI-911 ONLINE - PRINCIPALS.....</b>	<b>2</b>
PROFILE EVALUATIONS, INC. ....	2
PUBLIC SAFETY GROUP.....	2
<b>COURSE DEVELOPERS AND LEAD INSTRUCTORS .....</b>	<b>2</b>
ADJUNCT INSTRUCTORS.....	3
<b>ONLINE TRAINING COURSES .....</b>	<b>4</b>
ACTIVE SHOOTER.....	4
BASIC TELECOMMUNICATOR TRAINING, 2 <sup>ND</sup> EDITION .....	5
BRING IT ON: SURVIVING AND SUCCEEDING IN THIS CRAZY, WONDERFUL PROFESSION .....	7
BUILDING FOR EXCELLENCE, 2 <sup>ND</sup> EDITION: MANAGEMENT AND LEADERSHIP TOOLS FOR 9-1-1 PROFESSIONALS.....	8
CHALLENGING CALLERS, 2 <sup>ND</sup> EDITION: COMMUNICATING WITH CHILDREN, THE ELDERLY AND THE MENTALLY IMPAIRED.....	10
COMMUNICATIONS CENTER LIABILITY .....	11
COMMUNICATIONS TRAINING OFFICER .....	12
CRIMES IN PROGRESS .....	14
CUSTOMER SERVICE .....	15
DOMESTIC VIOLENCE.....	16
HIRING RIGHT FOR 9-1-1.....	17
STRESS: IT'S ALL IN YOUR HEAD .....	18
SUICIDE INTERVENTION .....	19
<b>COURSE SCHEDULE.....</b>	<b>20</b>
<b>REGISTRATION FORM .....</b>	<b>22</b>
<b>CANCELLATION POLICY .....</b>	<b>23</b>
<b>COMPUTER SOFTWARE/HARDWARE REQUIREMENTS .....</b>	<b>23</b>
<b>OTHER PRODUCTS AND SERVICES.....</b>	<b>24</b>
PROFILE EVALUATIONS, INC.....	24
PUBLIC SAFETY GROUP .....	25



# ABOUT PEI-911 ONLINE

PEI-911 Online provides comprehensive, quality training in a supportive, instructor-led online environment.

PEI-911 Online Courses are:

- **INFORMATIVE** – timely and easy-to-understand instruction provided by top industry experts.
- **INTERACTIVE** – students and instructors continuously interact through emails and online assignments.
- **REWARDING** – students are given the opportunity to network with their peers – to make friends – to share information and discuss subjects of mutual interest.
- **COST-EFFECTIVE** – there are no travel costs and no hidden fees. All course materials and textbooks are included in the tuition.



## FREQUENTLY ASKED QUESTIONS

### What is the format of PEI-911 Online Courses?

PEI-911 Online training courses are instructor-led, interactive and delivered asynchronously with scored assignments and a final exam. This means that participants may login at any time that is convenient for them on any given day to work on that week's assignments and post responses to the discussion forums. Each assignment has a maximum point value assigned to it. The maximum point score a participant can achieve by satisfactorily completing all assignments and the final exam is 200 points. Participants must score at least 160 points (80%) to earn certificates of completion awarding training hours.

### Are PEI-911 Online Courses Self-Study?

No, PEI-911 Online courses are not self-study; there is a start date and an end date and assignments that must be completed each week.

### How much time can I expect to spend each week completing assignments?

Depending on the course, you can expect to spend anywhere from 2 to 5 hours per week completing course assignments and interacting with your fellow classmates.

### How long does it take to complete a PEI-911 Online course?

Time frames range from 3 to 6 weeks, depending on the course.

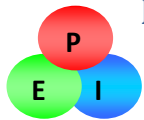
### Do we receive a course textbook?

Yes, all PEI-911 Online courses have comprehensive course textbooks. With most courses, the textbook is downloaded, chapter by chapter, from the course website.

**Any other questions? Email us at [info@pei-911.com](mailto:info@pei-911.com)**

## ABOUT PEI-911 ONLINE - PRINCIPALS

PEI-911 Online is a collaboration of Profile Evaluations, Inc. (PEI) and the Public Safety Group (PSG). Students who successfully complete PEI courses will receive a course certificate from PEI; students who successfully complete PSG courses will receive a course certificate from PSG.



### PROFILE EVALUATIONS, INC.

Profile Evaluations, Inc. (PEI) was incorporated in 1988 and is an industry leader in employee selection, training and development. Our employee selection program combines personality, multi-tasking and mental ability testing with solid behavior-based interviewing. Our training platform, PEI-911 Online, provides comprehensive instructor-led online training. Our employee development services include job analysis and agency specific performance appraisal systems.

For more information visit [www.pei-911.com](http://www.pei-911.com)

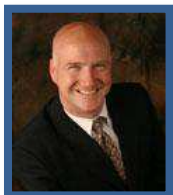


### THE PUBLIC SAFETY GROUP

The Public Safety Group (PSG) was incorporated in 1994 to train public safety professionals. The Public Safety Group has provided training for more than 1,000 public safety professionals a month all over the United States. The Public Safety Group's motto is to provide the highest quality training at affordable prices. Our instruction is professional, motivational and can be customized specifically for your agency. We offer live and online training, in-service training you can perform at your location and customizable SOP and training reference manuals.

For more information visit [www.publicsafetygroup.com](http://www.publicsafetygroup.com)

## COURSE DEVELOPERS AND LEAD INSTRUCTORS



**Tony Harrison** is President of the Public Safety Group. He is a Certified Emergency Number Professional, has a BA in Criminal Justice, an MA in Political Science and Urban Affairs, and has spent more than 25 years in public safety communications.

Tony has served as a deputy sheriff, retiring after 20 years with the rank of Captain, and a calltaker, dispatcher, training coordinator and communications supervisor. Tony was the on-duty shift supervisor during the April 1995, bombing of the Alfred P. Murrah federal building in Oklahoma City, the largest domestic terrorist event in U.S. history.

Tony has been active in both APCO and NENA serving as a state chapter president and on numerous national committees including the Professional Development Committee, Project 35, project 37, Homeland Security Task Force, Policies, Procedures & Training committee and the Commercial Advisory Council (CAC). In 2012, Tony was awarded life membership in APCO international.

## COURSE DEVELOPERS AND LEAD INSTRUCTORS



**Candice Solie (Candi)** is Vice President of PEI. She has worked within public safety communications for over 28 years and is a well-known speaker and trainer on issues relating to public safety communications selection, training and management. She has extensive knowledge and experience in training course design and instruction; and job analysis and performance appraisal system design and development.

Candi previously served as the Director of the APCO Institute, the training subsidiary of APCO International. During her tenure, she oversaw all Institute operations and designed and co-authored several highly successful new hire and in-service training programs including *Public Safety Telecommunicator I, 6<sup>th</sup> Edition* (PST1-6) student and instructor courses, *Fire Communications, 1<sup>st</sup> Edition* student and instructor courses, and the *Registered Public Safety Leader (RPL)* certification course. She also wrote and presented numerous web seminars relating to employee selection, training and management. Candi has served on numerous APCO national committees, including the APCO Editorial Advisory Committee and the APCO Call Center Standards Committee



**Richard Solie (Dick)** is President of PEI. He has worked in the public safety communications industry for over 28 years and currently serves on the APCO International Board of Directors as the Commercial Advisory Council (CAC) Representative. He previously served on the APCO Management Symposium team, the APCO ADA Committee, the APCO Telematics Committee and the Registered Public Safety Leader (RPL) course development work group. He also is a past Chair of the NENA 9-1-1 Operations Human Resources Committee. Prior to joining PEI, Dick was

Executive Vice President of one of the nation's largest financial services companies where he was responsible for the design and implementation of new products and services, and the selection and development of a direct staff of over 300 employees. Dick holds a Juris Doctorate from William Mitchell College of Law, and is a licensed attorney in the State of Minnesota.

## ADJUNCT INSTRUCTORS

Our adjunct instructors represent some of the finest instructors in public safety communications. Each instructor has extensive public safety communications experience.

### Current adjunct instructors:

Tracy Eldridge, Communications Center Director, City of Rochester, MA

Michelle Holland, Lieutenant, Oklahoma City Police Department, OK

Brian Porter, Sr., Communications Supervisor, Stillwater Police Department, OK

# ONLINE TRAINING COURSES

## ACTIVE SHOOTER

The Active Shooter has become a part of modern society. The role of the calltaker/dispatcher is critical and your knowledge of the Active Shooter protocol will help you save lives. This class will give you a historical perspective, and will review numerous incidents including actual 9-1-1 calls and radio tapes. The class will also look at what future Active Shooter incidents may involve.

### COURSE OUTLINE:

#### Week 1: Introduction to the Active Shooter and the Police/Fire/EMS Response

- What is the Active Shooter?
- The Mind of the Active Shooter
- Locations of the Active Shooter
- Police Tactics
- Fire and EMS Response

#### Week 2: The School Shooter and the Communications Response

- The School Shooter: The U.S. Secret Service Study
- The Calltaker's Role in an Active Shooter Incident
- The Dispatcher's Role in an Active Shooter Incident
- Case Studies

#### Week 3: The Hybrid Shooter and What to Expect in the Future

- The Hybrid Shooter
- Case Studies
- Active Shooter and Terrorism
- Course Wrap-Up and Final Exam

### PREREQUISITES:

Public Safety Communications Experience

<b>TERM</b> 3 Weeks Online	<b>TUITION*</b> \$199.00	<b>CREDIT HOURS AWARDED</b> 8	<b>CERTIFICATE FROM:</b> Public Safety Group (PSG)
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*\*Prices subject to change without notice*

*Receive a 10% discount when registering 4 or more students.*

# ONLINE TRAINING COURSES

## BASIC TELECOMMUNICATOR TRAINING, 2<sup>ND</sup> EDITION

This four-week interactive course teaches you the basic skills and responsibilities of a public safety telecommunicator. Topics include roles and responsibilities, legal aspects, interpersonal communications, technologies, telephone techniques, call classification, radio communication, and stress management.

### COURSE OUTLINE:

#### Week 1: Roles and Responsibilities

- The Role of the Public Safety Telecommunicator
- Characteristics of a Telecommunicator
- Organizational Mission
- Telecommunicator Ethics
- Legal Aspects

#### Week 2: Interpersonal Communications and Technologies

- The Communications Process
- Effective Listening
- Customer Service
- The History of 9-1-1
- Technology used in 9-1-1

#### Week 3: Telephone Techniques and Call Processing

- The Basics of Call Taking
- Calming Skills and Techniques
- Call Prioritization
- General Calls
- Fire/EMS Calls
- Law Enforcement Calls

#### Week 4: Radio Communications and Stress Management

- Basic Radio Dispatching
- The Fight-or-Flight Response
- Sources of Stress in Your Life
- Stress Management
- Critical Incident Stress

### PREREQUISITES:

None

# ONLINE TRAINING COURSES

## BASIC TELECOMMUNICATOR TRAINING, 2<sup>ND</sup> EDITION

This four-week interactive course teaches you the basic skills and responsibilities of a public safety telecommunicator. Topics include roles and responsibilities, legal aspects, interpersonal communications, technologies, telephone techniques, call classification, radio communication, and stress management.

<b>TERM</b> 4 Weeks Online	<b>TUITION*</b> \$359.00	<b>CREDIT HOURS AWARDED</b> 40	<b>CERTIFICATE FROM:</b> Public Safety Group (PSG)
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# ONLINE TRAINING COURSES

## BRING IT ON! SURVIVING AND SUCCEEDING IN THIS CRAZY, WONDERFUL PROFESSION

This crazy, wonderful profession isn't for everyone. It's tough – it's challenging – and if you don't know how to take care of yourself, it can take a toll on your mind and body. This informative and highly motivational 3-week course is a how-to guide for surviving shift work and stress, handling conflict resolution, and remaining positive in a negative environment. It's **valuable** training for **ALL** communications professionals and a **MUST** for every new hire!!

### COURSE OUTLINE:

#### Week 1: Surviving Shift Work

The Perils of Shiftwork  
Surviving Shift Work  
Home Life and Relationships – Making a “Bless out of the Mess”  
From the Trenches – *How I survive shift work.....*

#### Week 2: Becoming Stress Resistant

Common Sources of Stress  
Signs and Symptoms of Untreated Long-Term Stress  
How Do I Know if I'm Burned Out?  
Becoming Stress Resistant – Stress Busters  
From the Trenches – *How I become stress-resistant...*

#### Week 3: Handling Conflicts and Remaining Positive in a Negative Environment

Steps for Effective Conflict Resolution  
Dealing with Difficult People (*or my coworkers are driving me nuts!!!*)  
Confronting a Difficult Coworker  
Remaining Positive in a Negative Environment  
From the Trenches – *Remembering why I love my job....*

### PREREQUISITES:

None

TERM	TUITION*	CREDIT HOURS AWARDED	CERTIFICATE FROM:
3 Weeks Online	\$199.00	8	Profile Evaluations, Inc. (PEI)

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# ONLINE TRAINING COURSES

## BUILDING FOR EXCELLENCE, 2<sup>ND</sup> EDITION: MANAGEMENT AND LEADERSHIP TOOLS FOR 9-1-1 PROFESSIONALS

This comprehensive and motivational course is a **must** for every current or aspiring supervisor or manager. The course looks at management and leadership in terms of personal, organizational, and professional excellence **within the field of public safety communications**. It applies the proven principles and practices from the wealth of generic training available and **brings it home to our profession and our unique needs and motivators**.

Building for Excellence, 2<sup>nd</sup> Edition addresses the **current issues affecting our industry in 2016 and beyond**, and provides you with the tools and information you need to maximize your abilities and build for excellence within your chosen profession.

### COURSE OUTLINE:

#### Week 1: Excellence Begins with You

- Managing and Leading – Is There a Difference?
- Vision and Values – The Foundation of Leadership
- Understanding Your Personality Type – Not Everyone Thinks Like You!
- Following Your Heart – What Motivates You?

#### Week 2: Leading with Excellence

- Qualities of a True Leader
- The Power of Attitude – Become What You Believe
- Becoming a True Leader
  - Walk the Talk - Evaluating Your Leadership Skills

#### Week 3: Communicating with Excellence

- Getting Your Message Out – Skills for Effective Oral Communications
- Are You Listening? – Active Listening Skills to Enhance Comprehension
- How You Write Defines Your Image – Skills for Effective Written Communications

#### Week 4: Managing with Excellence – Defining Excellence

- Expect the Best – Establishing and Maintaining Performance Standards
- Coaching and Counseling Others
- Encouraging the Heart – Recognizing and Motivating Peak Performance

#### Week 5: Managing with Excellence – Tackling the Tough Issues

- Gossips, Complainers and Terminators, Oh My.... Dealing with Problem Employees
- Avoiding Legal Pitfalls – Understanding Liability Issues in the Employment Process

# ONLINE TRAINING COURSES

## BUILDING FOR EXCELLENCE, 2<sup>ND</sup> EDITION: MANAGEMENT AND LEADERSHIP TOOLS FOR 9-1-1 PROFESSIONALS

This comprehensive and motivational course is a **must** for every current or aspiring supervisor or manager. The course looks at management and leadership in terms of personal, organizational, and professional excellence **within the field of public safety communications**. It applies the proven principles and practices from the wealth of generic training available and **brings it home to our profession and our unique needs and motivators**.

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### COURSE OUTLINE, CONTINUED:

#### Week 6: The Changing Face of Public Safety Communications

Challenges and Opportunities – Technology

The Past...the Present...The Future – Next Generation 9-1-1 (NG911)

Challenges and Opportunities – People

Attracting and Retaining a Multi-generational Workforce

The Future Belongs to You....

### PREREQUISITES:

Public Safety Communications Experience

TERM 6 Weeks Online	TUITION* \$369.00	CREDIT HOURS AWARDED 30	CERTIFICATE FROM: Profile Evaluations, Inc. (PEI)
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# ONLINE TRAINING COURSES

## CHALLENGING CALLERS, 2<sup>ND</sup> EDITION: COMMUNICATING WITH CHILDREN, THE ELDERLY AND THE MENTALLY IMPAIRED

The majority of callers who wish to report a crime or need assistance are ordinary individuals experiencing unordinary events. You know how to take these calls and process them efficiently and effectively. But, what happens when the caller is a child, or is elderly, or is suffering from a mental impairment such as Alzheimer’s or Autism? Do you have the tools, and most of all the patience, to assist those callers? This comprehensive 3-week course helps you gain a better understanding of how to effectively communicate with these challenging caller types.

### 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

- Mental Illness
- “Frequent Flyers”
- Guidelines for Communicating with the Mentally Impaired
- Suicidal Thoughts or Actions

#### Week 3: The Elderly and the Child Caller

- Guidelines for Communicating with Elderly Callers
- Guidelines for Communicating with Child Callers
- Dealing with Autism and Autism Spectrum Disorders (ASD)
- Guidelines for Communicating with an Autistic Child or Adult

### PREREQUISITES:

Public Safety Communications Experience

<b>TERM</b> 3 Weeks Online	<b>TUITION*</b> \$199.00	<b>CREDIT HOURS AWARDED</b> 8	<b>CERTIFICATE FROM:</b> Profile Evaluations, Inc. (PEI)
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*Receive a 10% discount when registering 4 or more students.*

# ONLINE TRAINING COURSES

## COMMUNICATIONS CENTER LIABILITY

We live in a litigious society and the threat of a lawsuit involving communications professionals is real. Liability issues in the communications center have become a major issue. It is important for all members of the communications center to learn skills to reduce liability.

### COURSE OUTLINE:

#### Week 1: Liability Basics

- The Elements of a Lawsuit
- Common Legal Terms
- The Basics of the Court System
- Case Studies

#### Week 2: Liability Exposure

- How to Reduce Your Liability
- Liability for the Trainer
- Federal Laws You Need to be Aware Of

#### Week 3: What Now?

- How to Reduce Agency Liability Exposure
- Five Common Areas of Lawsuits
- Additional Case Studies

### PREREQUISITES:

Public Safety Communications Experience

<b>TERM</b> 3 Weeks Online	<b>TUITION*</b> \$199.00	<b>CREDIT HOURS AWARDED</b> 8	<b>CERTIFICATE FROM:</b> Public Safety Group (PSG)
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# ONLINE TRAINING COURSES

## COMMUNICATIONS TRAINING OFFICER

*The ONLY Communications train-the-trainer course that covers CTO and CLASSROOM training.*

This dynamic and comprehensive six-week course provides you with the tools and information you need to **maximize your skills** as a public safety communications **training professional**. Through completion of this course you'll learn how to design and conduct CTO and classroom training that ensures trainees truly learn the skills and knowledge needed to survive and succeed in this rapidly changing and critically important profession.

### COURSE OUTLINE:

#### Week 1: The Big Picture

- The Importance of Standardized Training
- Qualities of an Excellent Trainer
- Roles and Responsibilities of a Communications Training Professional
- Adult Learning Principles and Adult Learning Styles
- Looking Within – Understanding Your Learning Style and Your Personality Type and Motivators

#### Week 2: Getting Your Message Out

- CTO: Skills for Effective One-on-One Communications
- Classroom Training: Skills for Communicating in Front of a Group
- Are You Listening? – Active Listening Skills to Enhance Comprehension

#### Week 3: Designing Standardized Classroom and CTO Training Programs

- Identifying Training Needs
- Designing Your CTO and Classroom Training Programs
- Instructional Methodologies and Phase Training
- Writing Lesson Plans, Quizzes and Exams

#### Week 4: Conducting Standardized CTO and Classroom Training

- Conducting CTO Training
- Conducting Classroom Training
- Coaching and Counseling Others
- Encouraging the Heart – Motivating Peak Performance

#### Week 5: Evaluating Performance

- Performance Documentation Forms (SEG, DOR and Others)
- General Guidelines for Fairly and Accurately Evaluating Trainee Performance

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### COURSE OUTLINE, *CONTINUED*:

#### Week 6: Avoiding Legal Pitfalls and Tackling the Tough Issues

Avoiding Legal Pitfalls – Understanding Training Liability Issues

Tackling the Tough Issues – Common Problems CTOs Encounter

Remediate or Terminate – When is it Time to Throw in the Towel?

### PREREQUISITES:

This course is designed for CTOs, classroom trainers, training coordinators, supervisors, and managers.

<b>TERM</b> 6 Weeks Online	<b>TUITION*</b> \$369.00	<b>CREDIT HOURS AWARDED</b> 30	<b>CERTIFICATE FROM:</b> Profile Evaluations, Inc. (PEI)
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# ONLINE TRAINING COURSES

## CRIMES IN PROGRESS

When Seconds Count®, are you prepared to respond? When 9-1-1 rings, and you have a call that is in progress, are you ready? This class is designed to provide you with the tools you need to respond to a variety of in-progress and high-risk calls. Topics include armed robberies, shootings, homicides, pursuits, and your role in responder safety and child missing calls.

### COURSE OUTLINE:

#### Week 1: Key Principals

- The Role of Speed
- Calming Techniques
- Handling Multiple Call Situations
- Armed Robberies

#### Week 2: When Seconds Count®

- Shootings and Homicides
- Missing Children
- Your Role in Amber Alerts
- Pursuits

#### Week 3: Responder Safety

- Officer Down
- Your Role in Responder Safety
  - Fire/EMS
  - Officer Safety
- Case Studies
- What You Can Do

### PREREQUISITES:

Public Safety Communications Experience

<b>TERM</b> 3 Weeks Online	<b>TUITION*</b> \$199.00	<b>CREDIT HOURS AWARDED</b> 8	<b>CERTIFICATE FROM:</b> Public Safety Group (PSG)
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# ONLINE TRAINING COURSES

## CUSTOMER SERVICE

Good customer service skills are critical for all public safety communications professionals. Today it is not good enough to be technically competent. You must also provide a high level of service. This three-week course will teach you how to provide great service when handling difficult callers, and how to increase the level of service you provide each day

### COURSE OUTLINE:

#### Week 1: Customer Service Basics

- The Importance of Customer Service
- Who are our Customers?
- Caller Expectations
- Six Sins of Customer Service

#### Week 2: Keys to Customer Service

- Stamp Collecting
- Hooks
- Annoying and Difficult Callers
- Words to Use and Avoid
- How to Defuse Anger

#### Week 3: The Communications Process

- Dealing with Profanity
- What You Can Do to Provide Great Customer Service
- Dispatcher-Field Responder Relations
- Dispatcher-Dispatcher Relations
- The Golden Rule of Dispatch

### PREREQUISITES:

Public Safety Communications Experience

<b>TERM</b> 3 Weeks Online	<b>TUITION*</b> \$199.00	<b>CREDIT HOURS AWARDED</b> 8	<b>CERTIFICATE FROM:</b> Public Safety Group (PSG)
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# ONLINE TRAINING COURSES

## DOMESTIC VIOLENCE

Domestic violence is one of the most frequent calls you receive. This interactive three-week course takes a dynamic look at the truths and myths associated with domestic violence. Students will learn the techniques to handle domestic violence calls, why people stay in abusive relationships, the cycle of violence, what is domestic violence, and will review several case studies.

### COURSE OUTLINE:

#### Week 1: What is Domestic Violence?

- What is Battering?
- Why Do Men Batter?
- Why Do Women Stay?
  - Barriers to Leaving
  - Institutional Reasons

#### Week 2: Truths and Myths

- The Cycle of Violence
- Attributes of Violent and Non-violent households
- Safety Plans
- Non-Traditional Domesticities
- Domesticities Involving Agency Personnel
- Cultural Issues

#### Week 3: Call Taking Techniques and Case Studies

- Call Taking Techniques
- Domestic Violence Case Studies

### PREREQUISITES:

Public Safety Communications Experience

<b>TERM</b> 3 Weeks Online	<b>TUITION*</b> \$199.00	<b>CREDIT HOURS AWARDED</b> 8	<b>CERTIFICATE FROM:</b> Public Safety Group (PSG)
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# ONLINE TRAINING COURSES

## HIRING RIGHT FOR 9-1-1

This four-week interactive online course provides you with the tools and information you need to stop the revolving door of turnover and start hiring right! Informative and practical, this course takes you through each step in the hiring process from laying the foundation to making the final hiring decision.

### COURSE OUTLINE:

#### Week 1: Laying the Foundation

- Creating Your Master Plan
- Determining Your Selection Criteria
- Writing the Job Description
- Creating a Job Facts Sheet and Self-Screening Questionnaire

#### Week 2: Narrowing the Field and Preparing for the Interview

- Recruiting Candidates
- Screening Resumes and Application Forms
- Designing and Conducting a Job Preview Session
- Designing and Conducting Pre-employment Testing
- Conducting a Valid, Reliable and Legal Interview

#### Week 3: Selecting Interview Questions and Conducting the Interview

- Writing Effective Interview Questions
- Developing an Interview Rating Sheet
- Conducting the Interview
- Interpreting the Interview Data

#### Week 4: Conducting the Reference check and Making the Final Hiring Decision

- Developing a Reference Check Form
- Conducting an Effective Reference Check
- Making the Final Hiring Decision

### PREREQUISITES:

This course is designed for all who conduct and/or are involved with the agency hiring process.

<b>TERM</b> 4 Weeks Online	<b>TUITION*</b> \$229.00	<b>CREDIT HOURS AWARDED</b> 20	<b>CERTIFICATE FROM:</b> Profile Evaluations, Inc. (PEI)
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# ONLINE TRAINING COURSES

## STRESS: IT'S ALL IN YOUR HEAD

Public Safety Communications professionals work in one of the most stressful jobs in the world. This motivational three-week course will teach you how to deal with your job-related stress as well as how to deal with stress at home. Stress can take a terrible toll on your job performance and your health. If you are going to continue to perform your job at the highest level, you need to learn effective techniques for managing your stressors.

### COURSE OUTLINE:

#### Week 1: What is Stress?

- Definition of Stress
- Stress Reaction of the Body
- Sources of Stress

#### Week 2: Stress Management

- Modern Medicine and Healthy Living
- Techniques for Stress Management
- Determining Your Strategy for Stress Management

#### Week 3: Critical Incident Stress

- Effects of Critical Incident Stress
- How to Survive a Critical Incident

### PREREQUISITES:

None

<b>TERM</b> 3 Weeks Online	<b>TUITION*</b> \$199.00	<b>CREDIT HOURS AWARDED</b> 8	<b>CERTIFICATE FROM:</b> Public Safety Group (PSG)
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# ONLINE TRAINING COURSES

## SUICIDE INTERVENTION

This interactive three-week course educates public safety call takers in crisis intervention. Topics include suicide attitudes and facts, risk assessment of caller, risk assessment of responder, and call taker intervention.

### COURSE OUTLINE:

#### Week 1: Suicide Unwrapped

- Suicide Attitudes
- Suicide Facts and Notions
- Suicide Call Case Studies

#### Week 2: Suicide Intervention

- Suicide Warning Signs
- Intervention Techniques
- Threat Assessment
- Responder Dangers
- Suicide Call Case Studies

#### Week 3: Special Situations

- Call Handling Challenges and Special Situations
- Suicide Call Case Studies

### PREREQUISITES:

Public Safety Communications Experience

<b>TERM</b> 3 Weeks Online	<b>TUITION*</b> \$199.00	<b>CREDIT HOURS AWARDED</b> 8	<b>CERTIFICATE FROM:</b> Public Safety Group (PSG)
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*\*Prices subject to change without notice*

*Receive a 10% discount when registering 4 or more students.*

## **COURSE SCHEDULE (MAY – DECEMBER 2016)**

### **ACTIVE SHOOTER**

JULY 11, 2016 – JULY 31, 2016  
OCTOBER 3, 2016 – OCTOBER 23, 2016  
DECEMBER 5, 2016 – DECEMBER 25, 2016

### **BASIC TELECOMMUNICATOR TRAINING, 2<sup>ND</sup> EDITION**

JUNE 6, 2016 – JULY 3, 2016  
SEPTEMBER 12, 2016 – OCTOBER 9, 2016  
NOVEMBER 21, 2016 – DECEMBER 18, 2016

### **BRING IT ON: SURVIVING AND SUCCEEDING IN THIS CRAZY, WONDERFUL PROFESSION**

MAY 9, 2016 – MAY 29, 2016  
JUNE 6, 2016 – JUNE 26, 2016  
JULY 11, 2016 – JULY 31, 2016  
AUGUST 15, 2016 – SEPTEMBER 4, 2016  
SEPTEMBER 12, 2016 – OCTOBER 2, 2016  
OCTOBER 10, 2016 – OCTOBER 31, 2016  
NOVEMBER 7, 2016 – NOVEMBER 27, 2016

### **BUILDING FOR EXCELLENCE, 2<sup>ND</sup> EDITION: MANAGEMENT AND LEADERSHIP TOOLS FOR 9-1-1 PROFESSIONALS**

MAY 2, 2016 – JUNE 12, 2016  
JUNE 27, 2016 – AUGUST 7, 2016  
AUGUST 8, 2016 – SEPTEMBER 18, 2016  
OCTOBER 3, 2016 – NOVEMBER 13, 2016

### **CHALLENGING CALLERS, 2<sup>ND</sup> EDITION: COMMUNICATING WITH CHILDREN, THE ELDERLY AND THE MENTALLY IMPAIRED**

MAY 9, 2016 – MAY 29, 2016  
JUNE 6, 2016 – JUNE 26, 2016  
JULY 11, 2016 – JULY 31, 2016  
AUGUST 15, 2016 – SEPTEMBER 4, 2016  
SEPTEMBER 12, 2016 – OCTOBER 2, 2016  
OCTOBER 10, 2016 – OCTOBER 31, 2016  
NOVEMBER 7, 2016 – NOVEMBER 27, 2016

### **COMMUNICATIONS CENTER LIABILITY**

MAY 23, 2016 – JUNE 12, 2016  
AUGUST 29, 2016 – SEPTEMBER 18, 2016  
NOVEMBER 14, 2016 – NOVEMBER 20, 2016

### **COMMUNICATIONS TRAINING OFFICER**

MAY 2, 2016 – JUNE 12, 2016  
JUNE 27, 2016 – AUGUST 7, 2016  
AUGUST 8, 2016 – SEPTEMBER 18, 2016  
OCTOBER 3, 2016 – NOVEMBER 13, 2016

# COURSE SCHEDULE (MAY - DECEMBER 2016)

## CRIMES IN PROGRESS

MAY 9, 2016 – MAY 29, 2016  
AUGUST 1, 2016 – AUGUST 21, 2016  
OCTOBER 17, 2016 – NOVEMBER 6, 2016

## CUSTOMER SERVICE

JUNE 20, 2016 – JULY 17, 2016  
SEPTEMBER 26, 2016 – OCTOBER 16, 2016  
NOVEMBER 28, 2016 – DECEMBER 18, 2016

## DOMESTIC VIOLENCE

JUNE 13, 2016 – JULY 10, 2016  
SEPTEMBER 19, 2016 – OCTOBER 9, 2016

## HIRING RIGHT FOR 9-1-1

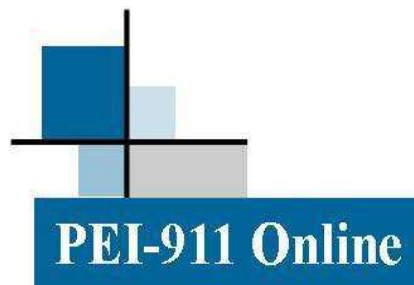
MAY 2, 2016 – MAY 29, 2016  
JULY 11, 2016 – AUGUST 7, 2016  
OCTOBER 3, 2016 – OCTOBER 31, 2016  
NOVEMBER 7, 2016 – DECEMBER 4, 2016

## STRESS: IT'S ALL IN YOUR HEAD

MAY 2, 2016 – MAY 22, 2016  
JULY 18, 2016 – AUGUST 7, 2016  
OCTOBER 10, 2016 – OCTOBER 30, 2016

## SUICIDE INTERVENTION

MAY 16, 2016 – JUNE 5, 2016  
AUGUST 15, 2016 – SEPTEMBER 4, 2016  
OCTOBER 24, 2016 – NOVEMBER 13, 2016





# ONLINE COURSE REGISTRATION FORM

(Complete one form per Student)

Student Name:	
Student Email Address:	
Agency Name:	
Street Address:	
City/State/Zip code:	
Phone number:	Fax number:

**I would like to register for following course(s): (Check (✓) course name & write-in session start date)**

- |  |                      |          |
|--|----------------------|----------|
| <input type="checkbox"/> Bring it On!                    | Class Session: _____ | \$199.00 |
| <input type="checkbox"/> Building for Excellence         | Class Session: _____ | \$369.00 |
| <input type="checkbox"/> Communications Training Officer | Class Session: _____ | \$369.00 |
| <input type="checkbox"/> Hiring Right for 9-1-1          | Class Session: _____ | \$229.00 |
| <input type="checkbox"/> Challenging Callers             | Class Session: _____ | \$199.00 |
| <input type="checkbox"/> Active Shooter                  | Class Session: _____ | \$199.00 |
| <input type="checkbox"/> Basic Telecommunicator          | Class Session: _____ | \$359.00 |
| <input type="checkbox"/> Communications Center Liability | Class Session: _____ | \$199.00 |
| <input type="checkbox"/> Customer Service                | Class Session: _____ | \$199.00 |
| <input type="checkbox"/> Domestic Violence               | Class Session: _____ | \$199.00 |
| <input type="checkbox"/> Stress: It's All in Your Head   | Class Session: _____ | \$199.00 |
| <input type="checkbox"/> Suicide Intervention            | Class Session: _____ | \$199.00 |
| <input type="checkbox"/> Crimes in Progress              | Class Session: _____ | \$199.00 |

**PAYMENT INFORMATION:**

Purchase Order#: \_\_\_\_\_  Check Enclosed (*U.S. Funds only*)

Credit Card:  Visa  MasterCard  Discover

Name on Card: \_\_\_\_\_

Card Number: \_\_\_\_\_

Security Code: \_\_\_\_\_ (last 3 digits on back of card)      Expiration Date: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Email receipt to: Name & email address: \_\_\_\_\_

**FAX REGISTRATION FORM TO 386-239-3513**



# CANCELLATION POLICY

PEI-911 Online students are required to pay by credit card or agency purchase order at the time of course registration in order to secure their place in the class. Class size is limited, so please register early.

**Students who wish to cancel their course registration should notify PEI-911 Online in writing.**

If the cancellation request is received **six or more days before the course start date**, PEI-911 Online will remove the student from the course and refund the course registration, **less a \$50.00 cancellation fee.**

If the cancellation request is received **five or less days before the course start date, no refund will be given.** PEI-911 Online courses are repeated on a regular basis so if a student wishes they may transfer their registration to another course start date that is more convenient for their schedule.

PEI-911 Online reserves the right to cancel a course up to five days prior to the course start date. Should PEI-911 Online cancel a course, the student will be notified and given the option of transferring their registration to another course start date, or receiving a refund of their course registration.

Should you have any questions please email [info@pei-911.com](mailto:info@pei-911.com)

# COMPUTER SOFTWARE/HARDWARE REQUIREMENTS

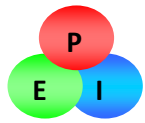
## Software Requirements:

- Web Browser - Netscape 4.0 or Internet Explorer 4.0 or higher. If you plan on using a browser supplied by your Internet service provider (for example, AOL or WebTV) make sure it is the most recent version.
- E-mail software or a Web browser capable of supporting email activity, including sending/receiving attached files.
- Antivirus software.
- Word processing software (e.g., Microsoft Word, WordPerfect, etc).

## Hardware Requirements:

- Access to an IBM compatible or Macintosh computer system.
- High speed Internet access.
- Access to the online environment for at least 2 hours a week.
- An email account for sending and receiving electronic mail via the Internet

# OTHER PRODUCTS AND SERVICES



PROFILE EVALUATIONS, INC.

For more information visit [www.pei-911.com](http://www.pei-911.com)

## Employee Evaluation Program (EEP)

***The only employee selection PROGRAM for public safety communications personnel***

The Employee Evaluation Program (EEP) is a validated employee selection PROGRAM for telecommunicator and communications supervisor personnel. To date, well over 100,000 candidates have been assessed under the program and it has never been challenged. The EEP has documented criterion-based validity as well as content-based validity and has been used by over 900 agencies in the U.S. and abroad. The EEP has a proven track record, it enables you to look at the “total” candidate, and it is a valid predictor of future job performance.

## Comprehensive Personality Profile® (CPP)®

The CPP is part of the test battery used in PEI’s Employee Evaluation Program (EEP). It is also available as a stand-alone assessment tool for those agencies who wish to add personality compatibility assessment to their practical, skill-based testing process. The CPP is specifically validated by PEI for public safety positions (telecommunicator, communications supervisor, entry-level police officer, and EMS field positions). **No other personality assessment tool currently offered for public safety positions gives you the in-depth information provided by the CPP!**

## PEI’s Complete Employee Interviewing and Hiring Kit for Public Safety Communications Positions

PEI’s Complete Employee Interviewing and Hiring Kit is included in PEI’s Employee Evaluation Program (EEP). It is also available as a stand-alone product. The Interviewing and Hiring Kit puts YOU in charge of your interviewing and hiring process, from laying the foundation to making the final hiring decision. Each chapter outlines essential information and includes sample documents and checklists that can be customized to any agency’s specific organizational needs.

## Consulting Services

- Job Analysis Studies
- Agency-Specific Performance Appraisal Systems
- Agency-Specific New-Hire Classroom and O-J-T Training Programs

# OTHER PRODUCTS AND SERVICES



## THE PUBLIC SAFETY GROUP

For more information visit [www.publicsafetygroup.com](http://www.publicsafetygroup.com)

### **When Seconds Count® Monthly In-Service Training Program**

The When Seconds Count® in-service training program is the most innovative training method currently available. Each month you will receive a copy of the training by email or U.S. mail. Your agency can then copy the booklet and distribute a copy to each of your employees.

### **Communications Training Officer (CTO) Training and Evaluation Program Reference Manual**

The Communications Training Officer Training and Evaluation Program reference manual is the most comprehensive CTO training manual in the industry. The manual includes 80 pages of information and forms about CTO-based training. The purpose of the manual is to provide information about CTO-based training and give an agency the information needed to develop a CTO-based training program in their agency. The manual comes in a printed version with a CD. This allows the agency to create a customized program designed specifically for the agency. The CD allows the agency to cut and paste information as needed. The manual contains numerous forms and reports and extensive written material about CTO-based training.

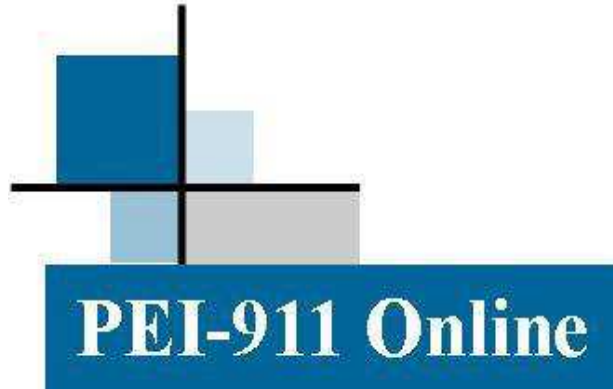
### **Policy and Procedure Reference Manual**

The policy and procedure reference manual is a must if you are looking at creating or updating your policy and procedures. More than 100 pages of policies and procedures to cut and paste your way to a new manual.

### **On-Site Seminars**

Our full array of seminars are designed to be taught at your location. They range from four hours to two days and can be customized to fit all your training needs.

Visit our website for a list of our current on-site seminars.



<http://peionline.mrooms.org/>

**PROFESSIONAL TRAINING FOR PUBLIC SAFETY  
COMMUNICATIONS PROFESSIONAL**

For questions contact:

[INFO@PEI-911.COM](mailto:INFO@PEI-911.COM) OR CALL 386-239-3514

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