



You Just Never Know

**Thursday April 7 and Friday April 8, 2011
Orleans Parish Communication District
118 City Park Avenue New Orleans, LA 70119
504-671-3911**

Class Description:

You just never know what is waiting at the other end of that next incoming phone call or radio transmission. What is your demeanor as the call comes in? Are you prepared to really listen to the next caller or are you about to make a snap judgment or poor decision due to being “burnt out” or under prepared for the call. The amazing instructional team has built a brand new class that prepares you for that next crazy, challenging, unbelievable or seemingly mundane call for service.

Skill building is our goal, increased performance is the outcome.

A MUST READ: "After attending your “Being the Best” class in Boca Raton, FL on April 8, 2010, I was thrilled to sign-up myself and three other employees for “You Just Never Know” in Boynton Beach. I attended the July 26th class, and the others attended the August 20, 2010 class. Words cannot express how thankful I am for that class. Ten days after the August 10, 2010 class, one of your attendees, Mary Adams, received a submerged vehicle call: A few minutes before three o'clock in the morning on August, 30, 2010, Communications Records Specialist (CRS) Mary Adams received a 9-1-1 call from a frantic female who initially told CRS Adams that she had driven her vehicle off the Juno Pier and into the water. The caller told CRS Adams that the car was sinking and she could not get out of the vehicle. As CRS Adams asked questions to try to get an exact location of the incident, the caller gave disjointed and confusing information about a pier, the intra coastal waterway, and a McDonald's, and she became increasingly panicked. CRS Adams asked the woman if she could swim and asked her if she could roll down her window to get out of the vehicle. The caller answered yes to the questions, but in her panic, she still advised that she couldn't get out of the vehicle. CRS Adams instructed the woman to take off her seatbelt and get out of the vehicle. This instruction probably saved the caller's life. She was immediately able to get out of the vehicle and begin swimming to shore. CRS Adams dispatched first responders who arrived on scene at the boat ramp in Juno Park to discover the female caller climbing up on to the shore. Her vehicle was submerged and drifting down the intra coastal waterway, but she was safe. Juno Beach PD officers provided first aid until county emergency medical units responded and transported the woman to the hospital. When I spoke with Mary about this incident later, she was so thankful that she had attended your class. You gave her the knowledge she needed to get through a very stressful incident. Whenever you have a class in our

area, we will make every attempt to send students. Your program works! Thank you, Heather L. Edewaard, Communications Records Supervisor, Juno Beach Police Department"

Topics in this great new class include:

- How to coordinate what you hear with the next great question
- Avoiding the bad skill of robotic call taking, how to gather valuable information
- The nexus between 9-1-1, community safety, responder safety and professionalism
- Event critiques showing successes, failures and how to "up your game" every day
- The art of ongoing, repetitive training and setting performance based memory markers
- Providing great caller and responder service even if you dislike the words customer service
- How to raise your quality assurance review scores by 5-15 points
- How to remain great when you don't really have the desire to be
- A dose of the "fire within" and pride of work product
- Time saving techniques and tricks of the trade that you may not know

Our goal is to reinforce the actions and skills of the great staffer while effectively reminding your less-than effective staffer why they matter in the public safety picture. If we can somehow rescue the lazy, negative, complaint ridden member of your team with an infusion of proven skills, we've done our job.

These and many more topics are covered in this fast paced, information packed, timely class.

The target audience is any call taker, dispatcher, trainer, QA reviewer or lead/supervisor

To host this class, contact Kevin at 800-348-8911 x-102 or e-mail Kevin@pstc911.com
Public Safety Training Consultants

Target Audience: Any dispatcher, call taker, trainer, or supervisor.

Class length: 7-8 hours

Cost: The class cost ranges from \$129 per student outside of California to \$110 per student within California.

Certification: California POST certification is pending. Call for details regarding other certifications.

Evaluations:

Great tools, good scenarios. Opens your mind to what could be an unknown - Now you know how to go about handling that unknown call/caller. Stefani, Morgan Hill PD (10/2010)

Wow, everyone needs this class, learning to think outside the box, hearing how others do it and ideas. Most valuable. Valerie, Riverside Police and Fire.

I really enjoyed this class. It made me think about things that I probably wouldn't have thought about before. Presented wonderfully -- Amy, Dorchester County (05/2010)

It was extremely helpful. I would make it ia mandatory class -- Jessie, Howard County (05/2010)

I would tell them it was WELL worth the hour-long drive AND the 5:15 a.m. wake up call -- Nikki, Harford County (05/2010)

A lot of items mentioned that can be taken back to your 911 center and utilized -- Tammy, Worcester County 911 (05/2010)

You couldn't spend a better day. This was such a real class. Doug is funny, conversational and knowledgeable. He is the epitome of what a "good dispatcher" is defined as -- Kristin, Worcester County 911 (05/2010)

Very class oriented. Got the class involved to keep the class interesting. Lot of good common sense information with the scenarios we had -- Toni, Prince George County (05/2010)

Great class! Doug is funny. It's nice that it's taught by an actual dispatcher with lots of experience -- Courtney, Brea

It was a great class that prompted me to think about many other situations that aren't frequency occurrences but will happen --Vanessa, Riverside PD

Recommending class to administrator so they will send other co-workers. Information and topics helpful and excellent reminders of what we need to expect. Thank you for opening my eyes out of the box. Keep up the good work! -- Lara, Pasadena PD

Fantastic class! We always need to be reminded about complacency and this is one of the better classes/instructors I've experienced in over 17 years. -- Abby, West Covina PD

The unusual situations/incidents are definitely something I will take back to my department for our less tenured dispatchers. It was very helpful to me as well and I have been a dispatcher almost 20 years! Thank you for the memory markers -- Cynthia, La Habra PD

Great class to make you think outside the box and to expect the unexpected -- Janet, Ontario Police and Fire

This is a great class. Every dispatcher should have the opportunity to take it. Especially as a refresher for tenured or "burned out" dispatchers - Deborah, RSO

The best aspect of this class was the motivation to go back to my center and do scenarios with the dispatchers and put together a ready reference book - Anonymous, CSU SB

I would like all of our dispatchers to attend this class. To learn resources, policies and practice role playing in emergency situations - Lucy, Pomona PD

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