

911 PROFESSIONAL  
BEST WORKSHOPS  
**fun** FUNDAMENTAL TRAINING

## The Exceptional Trainer

Adult Learning Concepts for the Comm Center Trainer

BY SUE PIVETTA

**MOST  
POPULAR  
TWO DAYS**

**Date:**

**Training Location:**

**Time:**

**Cost:**

*Certificate & Workbook included*

**Course fee covers:** Course workbook, materials, two days of training. *Space is Limited.* Agency PO, VISA MC or Check. Cancellation full refunds up to 1 week prior to class.

**Sue says:** "When I finished my BA in adult learning, I was on fire with ideas for my profession and I wrote the Exceptional Trainer book. From that I expanded the ideas to apply to the HUMAN side of training. I think every trainer should have the opportunity to explore adult learning concepts and apply them to their unique and wonderful work as Comm Center trainers. I promise a meaningful two days of interaction and learning exercises."

### HOW TO REGISTER:

**Online:**

**www.911Trainer.com**

**Mail to:**

Professional Pride Training  
825 Ryan Ave,  
Sumner, WA 98390

**Call:**

**1.800.830.8228**

**Fax:**

253.863.3568

VISA, MC, Agency PO, Ck

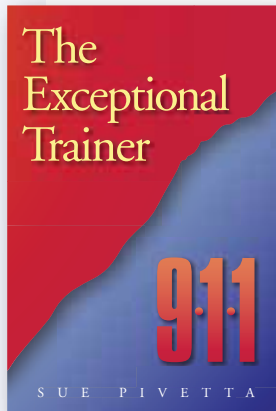
**HOSTED BY:**

**Your Agency**

**Contact**

**Address**

**Phone**



Recommended reading:  
*The Exceptional Trainer*  
by Sue Pivetta

### THIS COURSE WILL:

Review the concepts and principles of adult learning applied specifically to Emergency Communications trainees. Lecture on learning and the brain. Present the difference between pedagogical and andragogical teaching methods. Explore the 'emotional' side of training and learning by using art as a learning medium. Give trainers take home exercises.

### OBJECTIVES:

Provide trainers with tools, and an in depth understanding of adult learning. Offer improvements for evaluation processes and methods. Expand an understanding of how educators can motivate learners and understand 'downshifting' and the consequences. Understand the causes of learning GAPS, learn the consequences of negative floor atmosphere and 'we all do it different' attitudes. Increase confidence in training.

### THOSE ATTENDING WILL:

- learn your training and learning style
- increase personal skills as an educator
- understand learning and the trainee brain
- explore challenges and solutions with evaluations
- receive "tools" to teach multi tasking
- gain a new sense of the immense value of trainers
- learn about KSAs and Competency Levels
- review actual 9-1-1 calls for evaluation purposes

### HOW TO TEACH MULTI-TASKING AND COMMON SENSE!

Q & A Sharing tips, ideas and solving problems.

Agency/Address \_\_\_\_\_

Phone (\_\_\_\_) \_\_\_\_\_ Email \_\_\_\_\_

Name Registered \_\_\_\_\_ (Attach list of multiple names)

Payment Type:  VISA  MC  Check Agency PO# \_\_\_\_\_ (Fax in)

CC Number \_\_\_\_\_ Expires \_\_\_\_\_