

825 Ryan Av Ave Sumner WA 98390  
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## Sue Pivetta

### *Summary of qualifications*

Public Safety Emergency Communications Consultant, Educator, Author. Specializing in Human Resources, Adult Learning, Motivation and Morale, Comm Center Operations and Training. Motivational Public Speaker, Business Manager, 9-1-1 Industry Writer, Expert Court Witness, Certified Mediator, Certified Meeting Facilitator, Certified College Instructor, Community Leader.

### *Professional experience*

1989 - Present

#### **Professional Pride Training Company, President**

Product and training company for emergency communications. Publishing 9-1-1 training manuals, videos and audiotapes. Hold patent on an electronic training simulator for 9-1-1 training. Professional writer, consultant for Emergency Communications. National speaker at conferences, industry contributor to trade magazines. Expert witness in court cases. National and international consultant on Emergency Communications operations issues.

1984-Present

#### **9-1-1 People Consulting Group, Primary Consultant**

Consulting on issues of interest to Public Safety Comm Centers around training programs and processes, hiring, motivation and morale, supervisory issues, promotional exams, teamwork, mediation. Set up peer mediation dispute resolution teams. Training program review, working with staff to design SOP, training manuals, evaluation processes and forms. Provide custom workshops, vision retreats, facilitate planning.

#### **NENA (National Emergency Number Association)**

Author, presenter, Educational Advisory Board Member. Conceptualized, wrote, designed and presented the 9-1-1 Puzzle book and workshop course for NENA at conferences and workshops. Assisted in the design and presented for the PSAP Manager course for NENA, wrote and presented Leadership 9-1-1 for national presentations.

#### **Renton Technical College, Instructor 91-04**

Developed, implemented and instructed 630-hour college training course of Emergency Communications. Federation of College Teachers Union President for two terms.

#### **Valley Communications 9-1-1 Center, Supervisor 76-91**

Shift Supervisor at multi-jurisdictional police, fire and EMS Comm Center. Developed training, operating procedures, sat on oral boards for police officer candidates. Union President Communications workers.

#### **Tukwila Police Department, Telecommunicator 75-76**

Emergency call receiving and dispatching, clerk for police, fire and EMS public safety agency.

### *Publications*

**Published Author** 8 published manuals and workbooks, 6 videos, 20+ trade magazine articles in APCO, NENA News, 9-1-1 Magazine, business journals. Publish subscription newsletter for 9-1-1 trainers the 9-1-1 Training Connection. Professional writer for Standard Operating Procedures, Training Manuals for 9-1-1.

**NENA** 9-1-1 Puzzle, Putting The Pieces Together, Contributions: 9-1-1 Implementation and Operation Guide, PSAP Manager workshop contributor, 911 Leadership author.

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### *Education Certifications*

- BA Antioch University, Seattle, WA Adult Learning / Communications 1985
- Masters Degree Program Entry Antioch University -2008 Application
- WA State Vocational Teaching Certification – 5 year
- Dispute Resolution Mediator - Certified - Group Facilitator 1999-present
- Certified Red Cross HIV/AIDS Instructor 2004

### *Leadership*

- E911 Institute Board Member 2006
- Founder NECC National Certification
- Clover Park Technical College Course Developer / Educator
- Online Education Trainer NENA
- Board of Directors Washington Mediation Association 2004-7
- Founder of NECC Level I Telecommunicator Certification 2004
- Chair NENA Human Resources Committee, NENA 2003
- Chair, Best Comm Center Practices, NENA 2003
- Small Claims Court Mediator Pierce County 2001-present
- Pierce County Dispute Resolution Mediator 2001-present
- NENA National Educational Advisory Board 2001-04
- Board of Directors Domestic Abuse Women's Network 1999
- King County Public Defenders Office Intern Investigator 1998
- Governor's Task Force of Higher Education 1997
- Washington Federation Teachers Union President 1997

### *Professional Memberships*

National Speakers Association, APCO, NENA, WA Dispute Resolution Mediators, Board 2007  
American Society of Training Development, Red Cross HIV Instructor Coalition, E911 Institute.

### *Volunteer*

Seattle Crisis Clinic, Angelines Homeless Day Shelter Counselor, KC Rape Relief, Harborview Hospital Trauma Center. Speaker for Pierce County AIDS, Washington State Woman's Corrections Center, Pierce County Courts, Dispute Resolution Center. Pierce County Homeless Project, Red Cross Instructor HIV/AIDS. Exodus Homeless Housing.

### *Consulting*

**U.S. Government** Pearl Harbor Naval Shipyard, Bremerton Shipyard, NASA Dryden Space Research Center, Fire and Police Department Communications.

**International** Argentina, City of Moron. South Africa, Booz Allen Hamilton for the Department of Emergency Communications National Study of 107, Costa Rica EMS.

**9-1-1 Comm Centers U.S.** Numerous agencies. Recommended methods, procedures, programs, and operational changes to improve performance, confidence, morale and safety in Comm Centers.

- Expert witness/consultant for legal cases involving 9-1-1 operations and training issues in the U.S. and Canada.
- Training program review and recommendations.
- Written agency SOP, training manuals and evaluation programs.
- Hiring program and training development and improvement.
- Provide consulting for conflict resolution, facilitated conversations project 2007

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### *Workshops*

Comm Center Liability, Train The Trainer, Comm Center Supervision, Stress Management, Professional Self Esteem, Crisis Intervention, Domestic Violence, Career Development, 9-1-1 Implementation, Self Publishing, Creativity, Basic/Advanced Police, Fire and EMD for Telecommunicators, Black Belt Leadership, 9-1-1 Mastery, How To Self Publish, Using Metaphor in Teaching, Dreamwork. 9-1-1 Tell Me Who You Are. So You Have A Dream, Neutralizing Negativity, Art-Image-Soul, Conflict Resolution Skills, Becoming The Peacemaker.

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### *Retreats*

9-1-1 Vision Retreat – facilitation and education retreats for 9-1-1 professionals at remote locations for professional development, leadership and stress management.

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