

9-1-1 PRODUCTS & SERVICES CATALOG

EMD Delayed Response

HOME INTRUDER

RAPE VICTIM FAKE CALL

FIRE ICS

**WE HAVE
NEW DVDS!!**

APT FIRE

Workplace
Shooting

See pages 4, 5, 7, 8

CUSTOMER
SERVICE 9-1-1

EMD SELF HEIMLICH

Fire Trapped
Calls

SUICIDAL MOLESTER

CUSTOMER SERVICE 9-1-1

Burglary Victim
Endangered

Abusive Caller EMD

Professional Pride, Inc. • www.911Trainer.com

1.800.830.8228 • 253.891.9084 • FAX:253.863.3568 • P.O. BOX 1090 SUMNER, WA 98390

About Us



Our company has been serving Emergency Communications for 21 years since 1989. Our founder, Sue Pivetta, works with Comm Centers, Colleges, High Schools and experts in 9-1-1 to produce high quality products and services to assist with training, management and inspiration. Our team of business experts have created an energetic viable company that provides only the best quality products and customer service.

APCO PROJECT 33 STATES:

Common abilities of high-performing Public Safety Telecommunicators are:

- Critical thinking
- Effective customer service
- Active listening
- Decision-making
- Problem-solving
- Multi-tasking
- Working with others

This is a clear description of the foundation of all of our training products, workshops and management support. Thank you for your trust and support for the last 21 years.

With respect,

The Pride Team.

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Help!

NEW
INTERACTIVE
9-1-1 CALLS TRAINING

Listening is not learning!
Telling is not teaching!

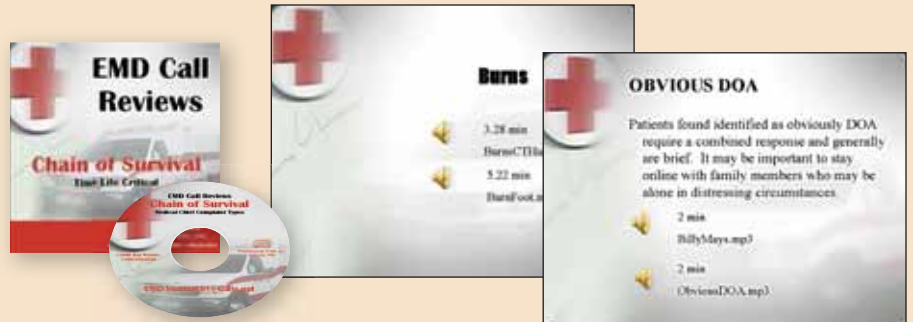
NEW Call Cards Using 9-1-1 Call Examples



NEW in 2010. We took A-Z call cards for EMD, Fire, Police and added a HazMat Card to give you a full compliment of 9-1-1 calls in categories on beautifully designed Power Point Presentations. Your training will be professionally designed at a great price. **Each CC# sold separately. Only \$149 each**

EMD 9-1-1 Call Cards

- CC101 Medical Callers (14 Calls)
- CC102 Time Critical Callers (16 Calls)
- CC103 Trauma Callers Part One (16 Calls)
- CC104 Trauma Callers Part Two (16 Calls)



FIRE 9-1-1 Call Cards

- CC105 Fire Callers (14 Calls)



HAZMAT Training

- CC106 HazMat Training (8 Calls)

POLICE 9-1-1 Call Cards

- CC107 A-H (10 Calls)
- CC108 I-M (15 Calls)
- CC1-0 N-Z (15 Calls)



DVD Screen Shots

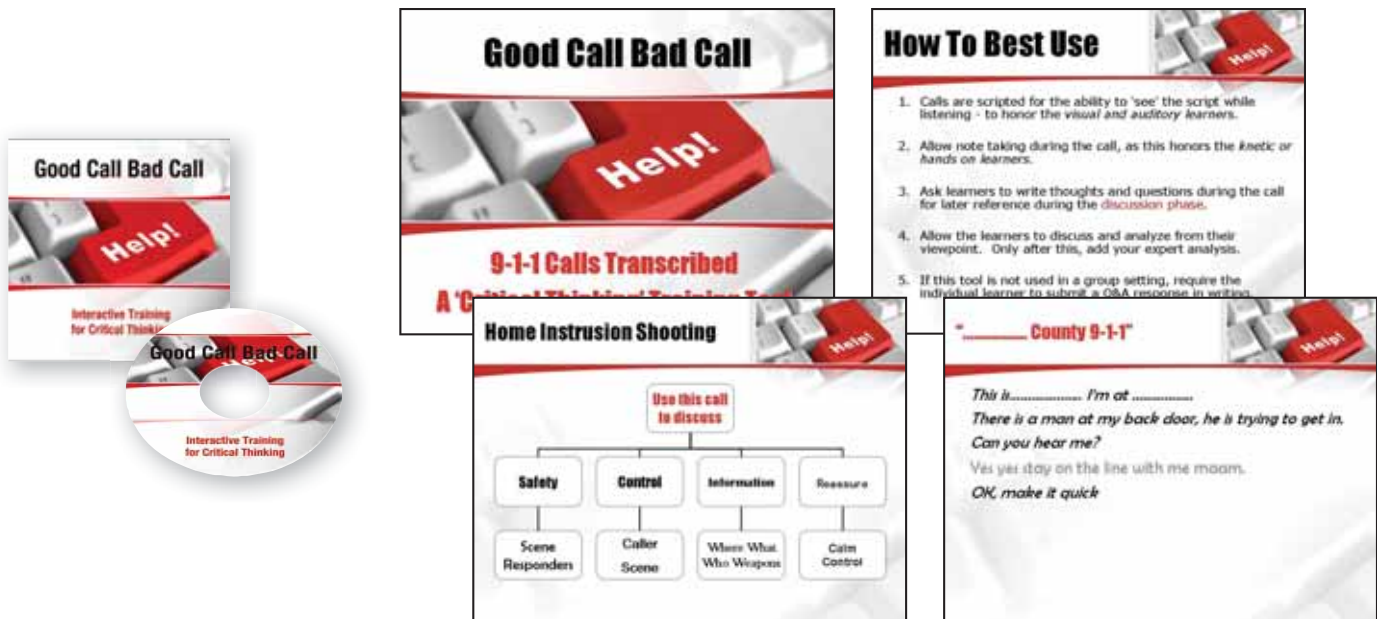
Great New Training Tool!

NEW Interactive DVDs Critical Thinking

EXCLUSIVELY
HERE!

INTRODUCING A 'CRITICAL THINKING' LEARNING TOOL.

Critical Thinking is the process of recognizing problems and describing them without bias. A Critical Thinker can read intentions, paraphrase ideas in their own words, clarify, and participate in truthseeking. Through a study of high profile 9-1-1 calls your trainee can learn to analyze the work to identify the intended and actual relationships among statements, questions, concepts, descriptions, or other representations intended to express belief, judgment, experiences, reasons, information or opinions. This Interactive Training allows the trainer to facilitate 'thinking' on a larger scale than simply 'listening' or 'telling.' **Only \$129 Each Title.**



DVD Screen Shots

Listening isn't learning! Telling isn't teaching!

This new DVD is interactive and will allow Trainers to work with one high profile call at a time to promote 'critical thinking'. Each DVD works with one 'high risk / low occurrence 9-1-1 call.

- Abductions
- Home Intrusions
- Workplace Shootings
- EMD Pre-Arrivals
- Disasters
- Fire Trapped
- Drowning
- Homicides
- LAWSUITS

View Actual Titles On the Website. NEW Product 2010!

Power Point Workshops Full Training Packages



NEW 2010 Workshops You Own for In Service

Instead of sending learners to workshops, OWN all the materials we use to present these important topics. The package includes a Train the Trainer, audio files, Power Points and handouts on pdf.

Each Full Training Package \$249

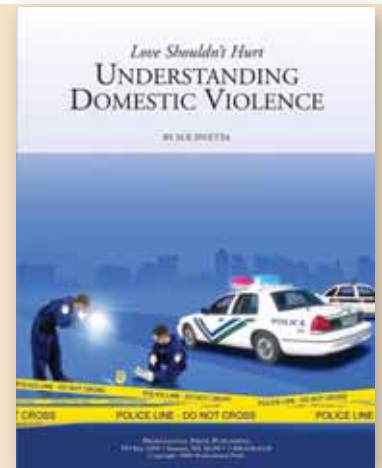
Understanding Domestic Violence \$249

Your agency will own the DV workshop that was presented to Kansas Telecommunicators.

- Narrated Power Point by Sue Pivetta
- Trainer's Template
- 9-1-1 Call Reviews
- Handout PDFs
 - *Fact or Myth – Domestic Violence Handout*
 - *Survivors Sheet For Getting Out Handout*
 - *What You Can Say Handout*
 - *Power Point Slide Handout Certificate of Learning for your trainees*



CD + Power Point



Book

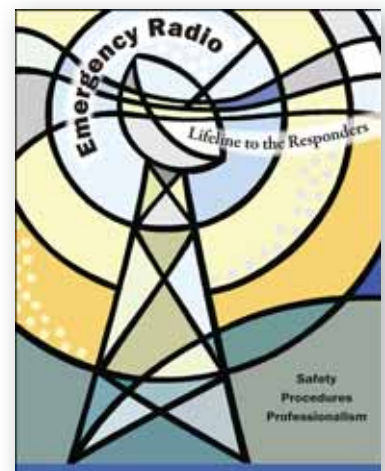
Emergency Radio Lifeline to Responders \$249

The ONLY Emergency Radio Training Workshop you will find Anywhere!

- (5) Training Books
- DVD Emergency Radio
- 9-1-1 Police, Fire & EMS Radio Assessment Calls Common to Police, Fire and EMS
 - *Are You 10-12.mp3*
 - *Call Shots Fired.mp3*
 - *Call Taker Dispatch Alone.mp2*
 - *Fire Radio.mp3*
 - *Radio Lawsuit.mp3*
 - *Radio Officer Down.mp3*
 - *Two Officers Shot.mp3*



DVD + Power Point



Book

Put on Your Own In Service Workshop!



DVDs WITH WORKBOOKS

**Dramatic Quick Learning
Topics of Great Importance**

DVD with Workbook Master on CD



DVDs provide a dramatic learning opportunity.

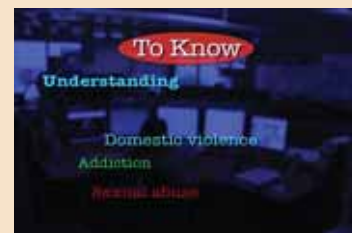
Remastered 2010. These DVDs confirm the important basics of professionalism and best practices, customer service and personal responsibility. Workbooks on pdf files allow the learner to continue learning.

Dangerous Opportunity \$169

Crisis Intervention, Part 1 Suicidal Caller, Part 2

Revised 2010 Workbook
Master on CD

What is Crisis, how does it look and what is intervention. What skills do you need to handle a person in crisis in order to come between the crisis and the possible deadly actions of homicide or suicide. Two part DVD with workbook master.



DVD Screen Shots

Call Receiver \$149

Heart Of Emergency Communications

Revised 2010 Workbook
Master on CD

This training promotes professionalism, courtesy and many of the tools of the trade of the Emergency Call Receiver. A must have for the beginner. DVD and workbook master.



DVD Screen Shots

DVD with Workbook Master on CD



Emergency Radio DVD \$149

Lifeline to the
Responders

Revised 2010

Revised 2010 Workbook
Master on CD

The only training you will find
on the importance of our common
needs on the emergency radio for
police, fire and EMS radio operations.
Includes Workbook master.



DVD Screen Shots

Way To Go 9-1-1 (3) DVDs

These calls were the worst
with the best. We go through
each call and pull out the 'tools
of the trade' that demonstrate
to the learner how they made it
all work so well!

Revised 2010. No workbooks
with this set.

**Sold separately,
only \$89 each**

SAVE ON ALL 3 \$259



DVD Screen Shots

Quick Study HOT Topics In 9-1-1



These concise booklets are accompanied by a Power Point and 9-1-1 calls all on one CD. Each contains a Power Point Quiz Template (see pic) so Trainers can create quizzes for the information they want the trainee to recall.
Each Topic Only \$99

Here Comes the Judge! 9-1-1 Liability \$99

When you want to study current lawsuits against 911 and hear the actual calls too. Include call and news items or lawsuit pages.



TABLE OF CONTENTS	
Introduction	2
Case Studies – 9-1-1 Lawsuit Calls	42
LEGAL TERMS	92
Self-Directed Learning Experience	120
SUPPLEMENTAL READING	124
Principles of the US Legal System	125
The Court System – A Lawyer Perspective	127

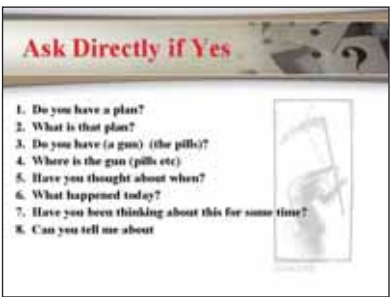
**Comes with
Liability Terms
Jeopardy
Gameshow!**

Dangerous Opportunity Crisis Intervention Suicidal Callers \$99

When you need crisis intervention training for suicide. (4) 9-1-1 suicidal callers within the Power Point for analysis and discussion.



TABLE OF CONTENTS	
Case Intervention	2
Part One: Crisis Basics	8
Who is Calling?	14
The Four Phases of Crisis	16
Act 1: The Caller	18
Act 2: The Crisis	26
Act 3: Resolution and Intervention	38
Five Steps for Dealing with People in Crisis	39
Crisis Not of Origin	51
Rules of Crisis Intervention	52
Who Will the Call?	54
What is the caller's Position?	54
Personal Qualities to Help You	54
Things to Remember	54
Did You Help?	54
Part Two: Knows Your Resources	62
Part Three: Volunteer Practice	68
Using Your Voice Range	70
Part Four: Review	74
Self-Test	76
Answering Calls	76
Responding to Suicide	78
What is the Result?	78
Suicide Helpline	78
Suicide Risk Questionnaire	78
Questionnaire Interpretation	78
Every Day is a New Day	78



Power Point Slide Sample

Mastery in Emergency Call Taking \$99

Call Receiving Mastery is the first and only training to offer a 'TOOL BOX' full of practical best practices matched by 9-1-1 study calls in a Power Point CD to bring the information alive.



Mastery IN EMERGENCY CALL TAKING	
TABLE OF CONTENTS	
Mastery – A New Concept	7
Self-Directed Learning Experience	15
Supplemental Reading	51
Call-Type Guide	61
Police Call	63
Fire Call	109
EMD Call	127



Power Point Slide Sample



Help!

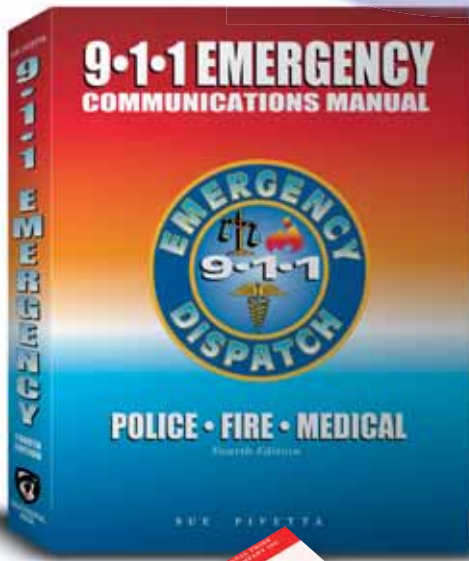
9-1-1 BOOKS AND CD SETS

Learn, Inspire, Train, Motivate

Best Selling Books Must Have



**OVER 9,000
COPIES SOLD
TO DATE.**



9-1-1 Emergency Communications Manual \$64.95 with Workbook \$74.95

When you need a full textbook with every aspect of Emergency Communications covered in a practical in depth manner. **9-1-1 Emergency Communications Manual** Comprehensive college text — over 9,000 sold. **OUR BEST SELLER!**

The 9-1-1 Manual and workbook are the student text in High School, College and Academy Telecommunicator training programs. The text is the foundation for CORE Curriculum (see page 23).

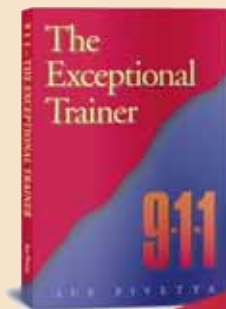
10 Units Of Study

- Exploring Emergency Communications
- Emergency Call Taking
- Emergency Radio
- Police Communications
- Fire Communications
- EMD Communications
- Liability and Accountability
- Crisis Communications
- Stress Management
- E911 Technology



"I keep coming back to this book [The Exceptional Trainer] to keep my motivation and morale UP."

— Trainer



The Exceptional Trainer \$25.95 Workbook \$15.95

by Sue Pivetta

Excellent! Purchased in quantity by and for Comm Centers Trainers! Motivational and inspiring. Our favorite book to recommend.



Hiring Solutions for Comm Centers



9-1-1 Wellness \$49.95

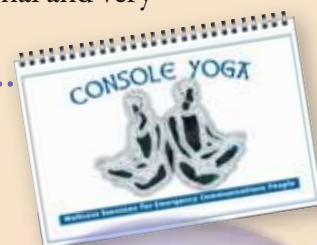
Stress Less Workbook

10 Chapters of personal exercises. For less than a 'one day' stress workshop you can allow your staff, or yourself, to explore stress from an internal and very personal viewpoint — at the console!

9-1-1 Journal \$25

Serious Stress Console Relief

“Within each of us is a silent exchange of images, thoughts and recollections — our quiet interior life. Where am I and where do I want to be? Take the time to know yourself by journaling.”



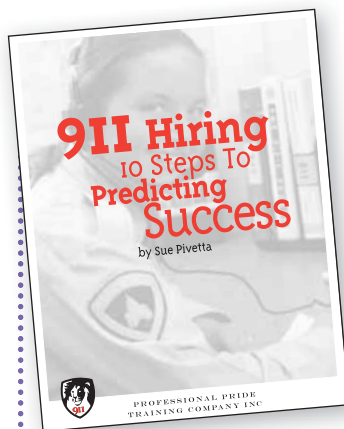
Console Yoga FREE with Journal and Wellness package \$74.95

Winging It \$25.95

Comm Center Supervisor QnA

By Sue Pivetta

This easy to read QnA contains 50 questions supervisors ask to help them in their in-between position at the Center. For new and experienced supervisors. Great gift!



911 HIRING - 10 Steps to Predicting Success \$25.95

There is no magic employment test but there are 10 non-magical, but very practical steps you can take to implement a well rounded, sensible, reliable and comprehensive employment PROCESS.



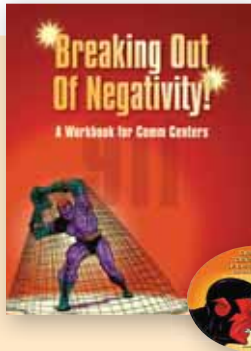
ICK I Hate Technical Stuff \$47

This book is basic by design and it's a bit wacky by design but it does go down the technical path only as far as is absolutely necessary so people don't get lost.



More ICKY Wireless Stuff FREE with above book.

Book and CD Sets That Help 'People'

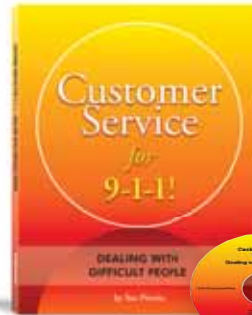


Power Point Slide Sample

Breaking Out of Negativity \$249

"5" Workbooks & 1 CD

82-page workbook with 12 Exercises — personally narrated by Sue, slide show CD “Dealing With Negative People”! Honor your employees with this positive message. We all want to be happy with our workplace. No person wants to be negative but sometimes, we all get sucked in. This book is revolutionary.



Power Point Slide Sample

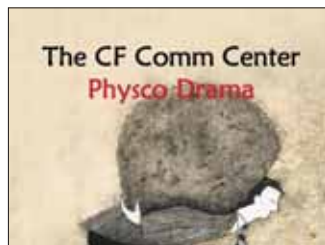
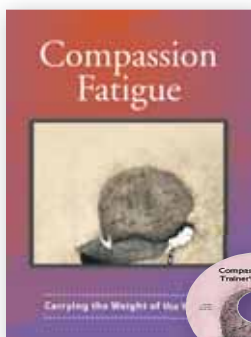
Customer Service for 9-1-1 \$249

"5" Workbooks & 1 CD

FINALLY a way to train Call Takers on Customer Service using actual 9-1-1 calls! And Great information on Dealing With Difficult People.

(3) Actual 9-1-1 Calls: “*YOU ARE A MORON*”, “*YOU calm down MF*” and “*Please open my beer.*”

All calls are analyzed for Customer Service tools.



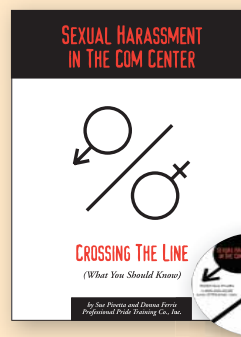
Power Point Slide Sample

Compassion Fatigue \$249

"5" Workbooks & 1 CD

What a great way to provide full agency training. Order this CD and we provide you with:

- (1) Narrated Power Point
- (1) Trainer Power Point
- (5) Student books
- (2) 9-1-1 Calls
- (1) PTSD Power Point



Power Point Slide Sample

Sexual Harassment in the Comm Center \$99

"1" Workbook & 1 CD

Don't wait until it's a problem. Supervisors can use the handouts and Power Point to complete this mandated training.



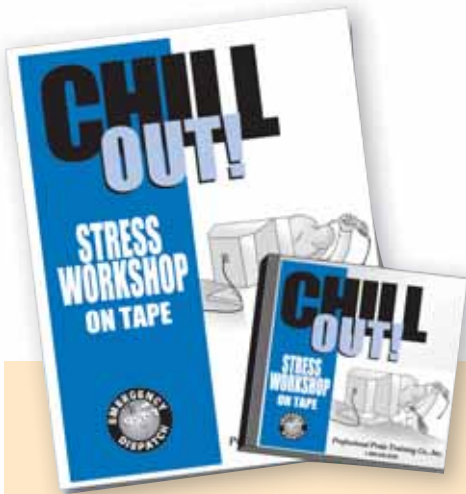
Help!

TRAINING GAMES AND EXERCISES

**BEST
SELLING
ITEMS**

Immediate application of knowledge and skill.

Fun with a Learning Objective



Chill Out Stress Kit \$79

Trainer Workshop & Workbooks

A narrated stress game, can be done individually or in a group. Great stress training that makes sense!

"I got more from Chill Out than a recent 8-hour stress workshop!"

In Pursuit \$79

Training Game & Workbooks

Several pursuits to follow on a map. Each one has a 'mistake' that must be caught by the dispatch trainee. Also great modeling for how to handle a pursuit with echoing.



Say What?? \$79

9-1-1 Call Taking Game & Workbooks

Many 9-1-1 non emergency police calls. Learners are asked to evaluate the call for things missing or not. Not actual calls, interaction between a dispatcher and a comedian using different voices. Fun.

Again, modeling how to sound connected but professional.

"Boy, this tape was a challenge, they really learned a lot!"

*P. Body, College Instructor
Clover Park Tech, WA*



SAVE ON ALL 3—\$230

Teaching Games Are Dramatic



Positions & Duties	What To Expect	Back to Basics	Best Practices	Let's Abbreviate
10 Point	10 Point	10 Point	10 Point	10 Point
20 Points	20 Points	20 Points	20 Points	20 Points
30 Points	30 Points	30 Points	30 Points	30 Points
40 Points	40 Points	40 Points	40 Points	40 Points
50 Points	50 Points	50 Points	50 Points	50 Points



Gameshow Delux \$99

Jeopardy Power Points

Include:

- Police
- EMS
- The Job
- Fire
- Liability
- Terrorism
- TDD
- Hollywood Squares, Millionaire, Weakest Link

"Jeopardy was so fun, I wish I had them years ago! It was really clear who knew what and who didn't in the class!"

The most popular of all our games ALL in one CD!!!

Got Games?

POLICE GAMES

Kick Butt, Descriptions, Controlled Chaos, Prepare to Copy

CALL TAKING GAMES

Manual Dexterity, Speedwriting, Phonetic Practice, Multi Task Split Ear

EMD GAMES

EMD ABC, EMD Short RPT, Pair-O Medics -

FIRE GAMES

On Fire, Fire Away, ICS Tag, Warning Warning.

\$88 Each Set

I want it all! Purchase all 5 CDs and SAVE.

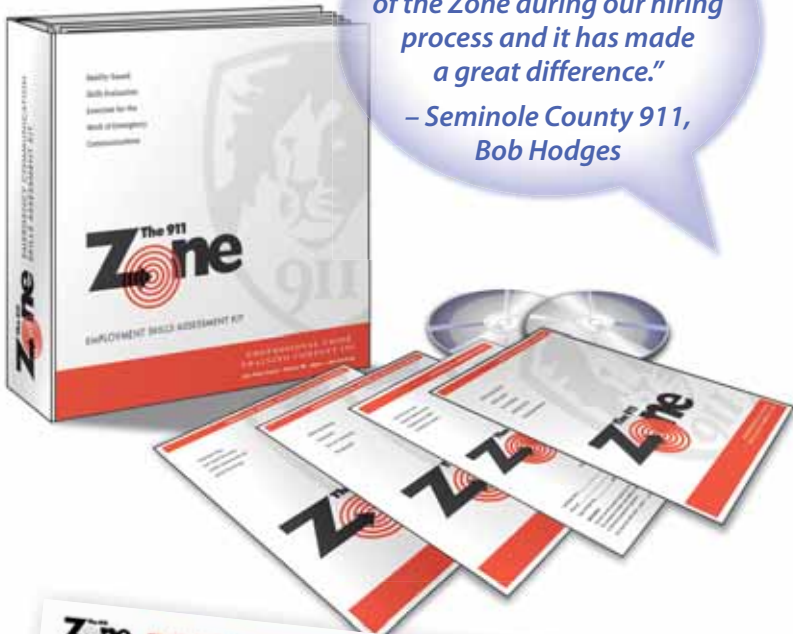
FULL SET ALL GAMES \$395



The Zone Trainers to Train Skills



*A beautiful product.
"We use appropriate parts
of the Zone during our hiring
process and it has made
a great difference."
– Seminole County 911,
Bob Hodges*



9-1-1 Zone \$795 3-Part Set

PART 1 Skills Training

12 full training sessions that explains and guides your trainers into understanding why and how to use games to teach skills and evaluate them. Comes with templates for answer sheets and game cards.



PART 2 Skills Evaluations

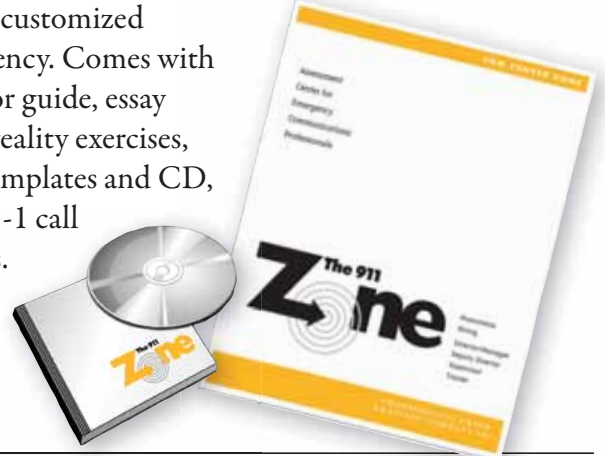
CD with guidance and candidate answer books to test their ability to handle calls of multi tasking, listening, information recall, audio visual coordination, keyboarding and addressing. Used as a skills hiring exam.



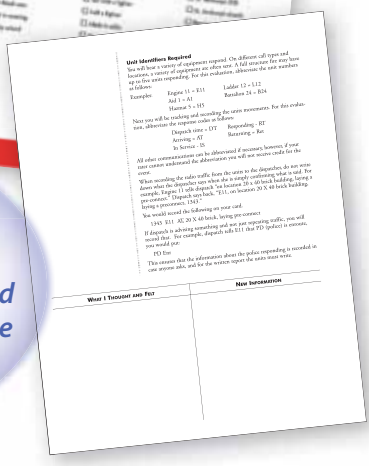
PART 3 Promotional Test

(\$285 Value Sold Separate)

If you are hiring or promoting for Trainer, Supervisor or Director this is your complete in-basket that can be customized for your agency. Comes with files, proctor guide, essay questions, reality exercises, CD with templates and CD, 5 actual 9-1-1 call assessments.



*"The wonderful thing
about the Zone is that it
taught my trainers how to
teach skills using games and
exercises ...and provided the
games and exercises!"*





Help!

SIMULATION TRAINING TOOLS

**Experience is what
your trainees need the most!**

911 STARZ Simulation Training And Response Zone



30 Minutes To Start Up Your Multi Tasking Training – PRICELESS!



**#1
BEST SELLING
SIMULATOR!**

'Complex' Learning Needs 'Simple Solutions' Not More Complexity!

NEWS FLASH!! Your trainers are busy enough, your students are already confused. Don't burden your training with complexity. StarZ can be set up and used in 30 minutes. The amount of time spent on simulation is 'entry level' and does not justify a huge investment in complex computers or equipment. Practice calls or practice radio or both. Simulation training gives learners the 'experience' they need.

Keep it Simple!

Keep it with the best selling simulator from real Comm Center Trainers who face real world time restraints and budgets. Full 1-Year warranty and extended warranty available. Full phone support and 'always available' online setup manuals for Trainers and How To Guide for learners.

**Running Start On-Site
Training Available**

911 StarZ III Call Taking and Radio Dispatch Simulator \$5,895

Add \$100 shipping, handling, insurance

PURCHASE BOTH STARZ & CORE – SAVE \$1,000!

See CORE, page 23

911 STARZ Simulation Training And Response Zone



StarZ System Description

☒ Multi Tasking Phones

Provides 4 multi directional phone lines for learning to multi-task and prioritize with hold and call-back.

☒ Recording Studio

Record all the calls and radio traffic and upload mp3 files to your PC for documentation and evaluation.

☒ Hands Free

The system utilizes a foot operated switch for radio dispatching at the student console to allow students to talk and type.

☒ ALI / ANI

Use our addressing databases or create your own.

☒ Sound Effects

Input audio on both radio and phone lines to permit taped exercises and realism.

☒ Practical and Durable

30 minute set up, self contained, no extras to purchase. Easy to learn and use. Excellent support.

What StarZ Owner Say:

"I can't believe it! This has to be the best training device I have ever seen. It wasn't out of the box more than 20 minutes before we tried our very first scenario. It was a breeze to set up and the possibilities are endless. StarZ should be mandatory in all 911 centers, you did an outstanding job."
— Greg Bowles Weston 911, Weston CT

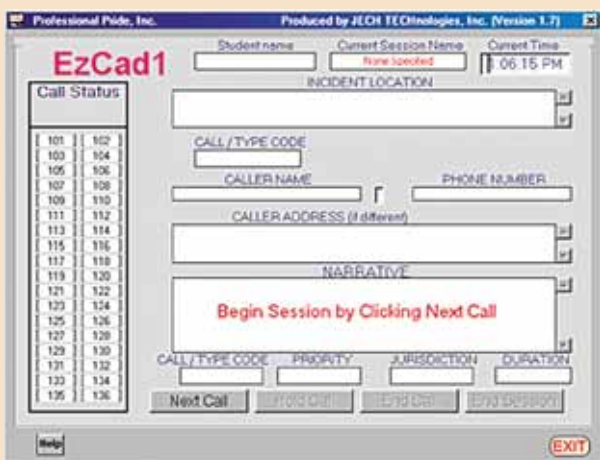
"We have had excellent success with our StarZ Simulator. We are a small department, with a single dispatcher on duty at all times. At times, as you may know, it's a ZOO! With the StarZ Simulator, I could tell in a short amount of time whether a subject was a good candidate to be a dispatcher. Thank you for your excellent product!" — Jan Cain, Gridley PD

"I was able to identify a specific "trouble" area with an employee using your unique StarZ system. By having the ability to use "hot" phones and radios without using actual dispatch equipment, we may have salvaged a career. I believe one demo with StarZ will sell the hard-cores. Send 'em here!!"
— Tom Reese Jr. Admin. Supervisor WFJCC Warrenton VA

"I have five StarZ and EZ CAD in my college lab and I love them."
— Nycole Harding, Seneca College, Ontario Canada

"Please — tell all agencies how I feel about StarZ! I was hesitant to purchase StarZ because of the price, but I finally decided we needed something to help with training. I could not be happier! My turn over has gone down (rescuing the budget). And I use the simulator for public education (solving ...they don't understand us). StarZ can be used in so many ways." — Susan Newell, Jefferson County 911 KS

More Simulation Tools For Skills Practice



EZ CAD is a Pre CAD Training Tool \$249

Remember when you had to say, “Just talk AND type!” Easier said than done when you’re a trainee. This exe training tool is simple for beginning understanding of CAD and learning Call Taking entry format made ‘simple’. Invaluable.

Put EZ CAD on as many PCs as you like at your site. Send EZ CAD home for trainees to practice on. It’s an amazing preCAD training tool that allows for Call Taking several calls at once, practicing narratives, many uses for a low price. Use along side 911 StarZ for a full practice training simulation for entry level skill building.

Ring Ring! \$55

Our very popular scenario books are now on CD Word docs so you can add your own addressing, print out for student simulation manuals. All three on one CD.



911 Select Typing Test / Practice \$149

No more typing tests that don't look like the work. YOU create the test, the test gives you a score. Can be used for a hiring test or to improve skills.

Here is an example of a typing test you could generate with 911 Select:

Call #1 is a possible residential burglary, address 11403 SE 99th Apt B202, 835-0295. Caller is Ramon Layota. Suspect is a WMA 35, 510, 150, blk pony tail, brn leather coat, jeans.....and so forth.



Help!

COLLEGE ACADEMY TRAINING CURRICULUM

**A Fully Packaged 10 Unit
Emergency Communications Curriculum**

What Is CORE Curriculum?



10 Units of Training Material

The Profession, Police Communications, Fire Communications, EMD, 911 Call Taking, Emergency Radio, E911, Crisis Intervention, Stress Management, Liability Concerns

Q. *What Is a CORE 9-1-1 Curriculum?*

A. A complete 10 Unit vocational college course beautifully organized and packaged for you.

Q. *Who developed this curriculum? What Is CORE Curriculum?*

A. The course was designed by an Advisory Board of 911 Professionals using a DACUM Develop a Curriculum facilitated by a College Dean. CORE follows the 911 Manual (page 11)

Q. *APCO Project 33 recommends a Job Task Analysis, is this the same?*

A. A DACUM goes further as it defines the KSA or Knowledge, Skill and Attitude needed for success and the competency levels or how well. CORE covers KS and A learning.

Q. *Will CORE fit, don't we all do it different?*

A. CORE is a foundation of knowledge such as Best Practices. Many colleges, High Schools, academies and Comm Centers use CORE exclusively for their training.

Q. *Can I use CORE with my current training material?*

A. Absolutely, you should use your material. The Power Points were designed to be customized. The games, 9-1-1 calls, tours are used as you decide.

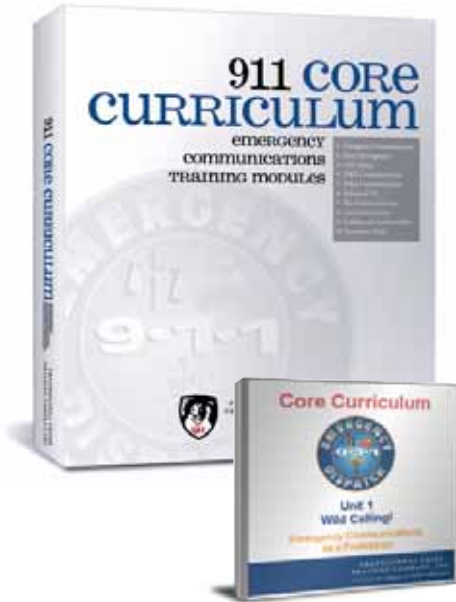
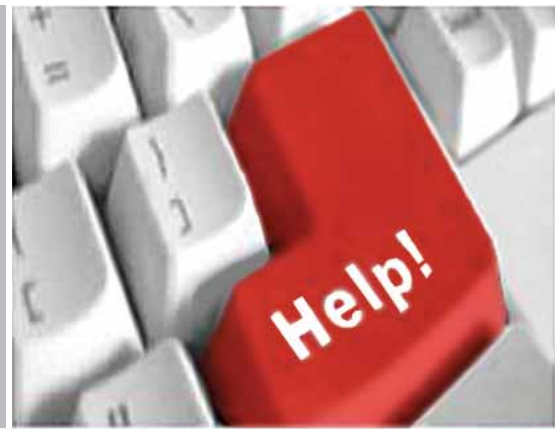
Q. *What comes with CORE, it is just material, objectives?*

A. Each unit has a Power Point. Games, DVDs, Call Cards — there are many training aids that we offer that are included in the price of CORE.

I purchased the full CORE curriculum when it was released last school year. As the creator of a high school level 9-1-1 Dispatch class, it was imperative to have materials that could withstand District and State requirements, while being flexible enough to adapt to an entry level class. CORE does!! The contents, from the articles to the activities, get to the heart of dispatching with a depth and breadth that sustains our two semester course. And the proof is in the job offers extended to those students who met the standards set by our city dispatch center — after completing my course — designed around CORE. Now that's professional pride! Thanks, Sue Pivetta, for developing a useful product, and thanks to Terri, my service rep for all the follow up support.

Sincerely, Ragan E. Volk, Broadcast/Dispatch Instructor, Career Center Billings MT

What Comes With CORE?

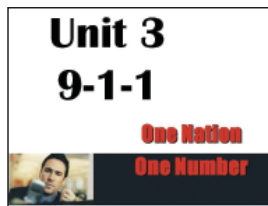


10 binders and CDs

CORE Package Contains:

- 11 beautiful binders – 1 for each Unit and a Master Set +
- 10 Unit CDs designer Power Points and actual 911 calls +
- 4th Edition 911 Emergency Communications Manual (page 11) +
- Ring Ring call scenario books CD (page 21) +
- Master copy 911 Self Directed Workbooks +
- Gameshow Delux CD (page 16) +
- Student Forms, Tour Guides & Games +
- Student quizzes for each Unit +
- Full Set of 5 DVDs (pages 7-8) +
- 30 REAL 9-1-1 Calls on CD +
- 2010 Bonus NEW Fire 911 Calls (page 3)

Complete CORE, 10 Subjects \$4,850



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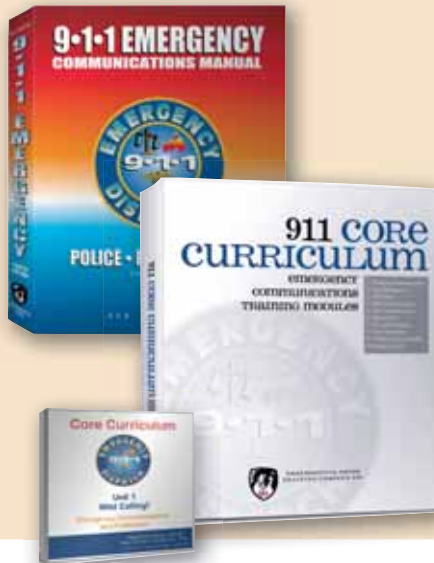
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Sets Include:

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Call Taker includes:

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- (10) 9-1-1 mp3 Calls +
- Call Taking & Emergency Radio DVD +
- Student Assignments & Articles +
- 20 Question Unit Quizzes +
- Learning Games +

Police includes:

- (10) Lesson Plans +
- (3) Terminology & Pre-Arrival Games for Police +
- (3) Topic Power Points +
- (2) DVDs (Call Taking/Emergency Radio)
- (10) Actual 9-1-1 Phone Radio calls

Fire includes:

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- (3) Topic Power Points (Fire/Call Taking/Radio) +
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- Call Taking & Emergency Radio DVD +
- Student Assignments & Fire Articles +
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- Fire Terminology & Learning Games +

EMD includes:

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- (3) Topic Power Points +
- (2) DVDs (Call Taking/Emergency Radio)
- (10) Actual 9-1-1 EMD Phone Radio calls



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— Michele Treadway, Delaware County 9-1-1*

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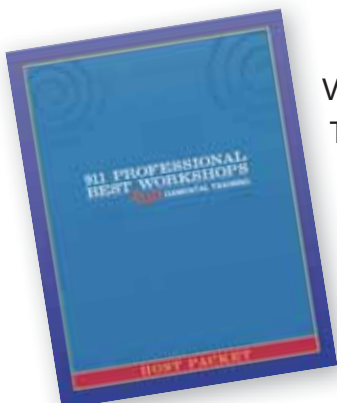
I learned new ways to relate to other people. Lots of new ideas to implement into the training program. Resources for new information. I thought the information was 'taught' in a very good way using actual 911 calls. Easy to understand and comprehend the concepts of SERVICE. — Shari Davis Cortez PD

*"Best training I have had in 9 years. Really impressed by the experience and knowledge of Sue. I'm proud of my job now, like I once was."
— Dauas Ford, Butte County Dispatch*

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— Linda Phillips, Winner PD*



Visit our website download our Host Packet. Then call and see what dates are open 2010. Sue Pivetta is an energetic and inspirational educator who has been there done that. Her love of the profession and expertise in the classroom is a favorite.

The Exceptional Trainer Best Seller



The Exceptional Trainer Workshop! (2 Days \$295)

To anyone considering The Exceptional Trainer workshop by Sue Pivetta:

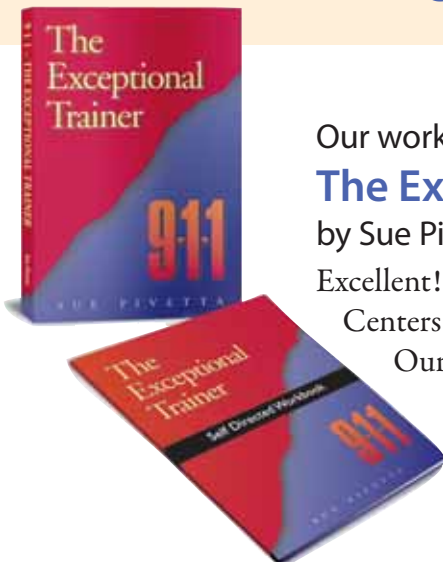
A couple of weeks ago I had the opportunity to participate in an exceptional training experience. The two day class was called "The Exceptional Trainer" and it was wonderful. I was a trainer for thirteen years of my 18 year career as a dispatcher, I have been an academy trainer for the Oregon Department of Public-Safety Standards and Training and I am an APCO and NCI certified trainer. For the past twelve years I have been a college instructor and managed a 9-1-1 Dispatcher training program. I have attended many train the trainer, field training officer and instructor development courses as well as maintaining a minimum of 125 hours of annual training and education in order to keep my various certifications current.

The Exceptional Trainer course is without a doubt the best course of its type I have taken. The material is fresh, relevant, well developed, organized and presented with enough variety to hold your attention. I heard new ideas, presented in a fun and enthusiastic manner by a very dynamic presenter. Sue Pivetta understands the training process from both the trainee and trainer perspectives, and has a very positive approach to adult learning and the unique requirements of emergency communications personnel.

I wish that every com center could send at least one of their trainers to an "Exceptional Trainer" class and bring just a few of the ideas back to their training staff. If we want exceptional employees, we need exceptional trainers.

*Carol Bruneau
Portland Community College, Portland, Oregon*

Call Today and Book This Course!



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The Exceptional Trainer \$25.95

by Sue Pivetta

Excellent! Purchased in quantity by and for Comm Centers Trainers! Motivational and inspiring.

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— Trainer

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10 Workshops on CD

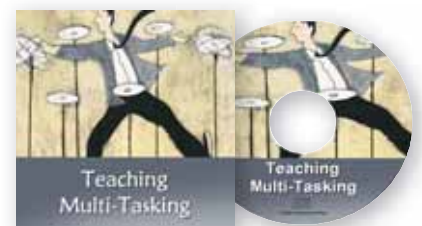
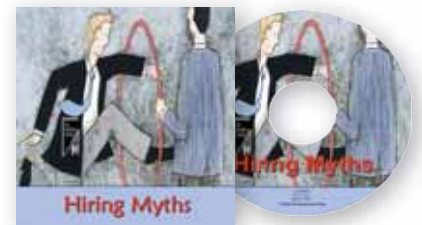
Bring Sue's 10 'Train the Trainers' home and use for years to come. Each topic allows your Trainers to work through the information and activities when time permits. The information (if applied) will change your training by implementing these principles. Sue connects established thoughts to this unique training setting. A must have for both experienced and new trainers in the Comm Center.

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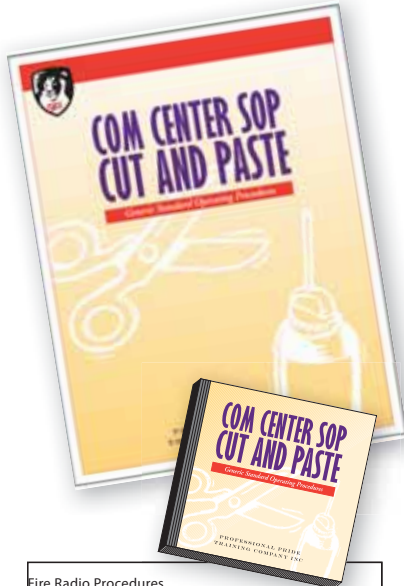
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Both of these items save you 'hours' and many 'headaches' at the end of the day. Both offer generic models and how to guidance to customize these vital and necessary management tools into your own unique procedures and training needs. We offer the best practices in the industry with the most expedient way of completing this forever and never get done task to fulfill your professional needs. Binder hard copy plus all documents on Word for customization.

"This product came along at the best time for us. We will begin the process of Accreditation with CALEA and APCO later this year. This program is much easier to use that I thought. I recommend this to anyone that truly wants a professional appearance, easily read and defensible Standing Operating Procedure."
— Seminole County 911



Fire Radio Procedures

- 1.0 Acknowledging Units
 - 1.1 Dispatch shall acknowledge units by (echoing company numbers)
 - 1.2 Dispatch shall acknowledge requests by repeating the request followed by the time.
 - 1.3 Dispatch shall acknowledge two units calling at once by acknowledging the company recognized and asking them to stand by while answering the other, or if both units are recognized, by answering the one believed to have priority information.
- 2.0 Alarms, Firefighter Safety Responders' personal safety alarm devices provide an audible alarm for personnel that may be down. It is the responsibility of dispatch to acknowledge any report of such a device sounding and ensure that all personnel are aware of the alarm.
- 3.0 Call Check Dispatch shall use the playback equipment when needed to listen to the last radio transmission but shall not
- 4.0 Confidentiality Records Procedure
 - 1.0 Confidentiality All and any records that Telecommunicators have access to are confidential and shall not be copied, distributed or exposed to any source unless directed by a supervisor.
 - 2.0 Accuracy Every attempt must be made to ensure complete accuracy and thorough documentation of all records.
 - 3.0 Police Records Any request for police records must be followed with no exceptions.
- 5.0 911 Records / Calls
 - 911 Print outs must be held for one year and then may be destroyed by shredding. 911 Calls must not be released on tape to any entity without permission of the direct supervisor of communications. Telecommunicators will not release any information regarding any 911 or other call into the Com Center to any media organization or citizen without the permission of the supervisor.
- 6.0 EMS
 - Calls for service are retained for EMS calls. No record of calls for service or responder activity will be released to any entity not affiliated with EMS unless directed by a supervisor.

ANYTOWN

Communications Division PERSONNEL POLICIES

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 - What Is A Template
 - Design Team Documents
 - Sample Forms and Letters
- GENERAL WORKPLACE GUIDELINES
- GENERAL PROCEDURES
 - Phones
 - Call Records
 - CAD
 - Confidentiality
 - Facilities and Equipment

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When you hold a Copyright and you have purchased a "Site License", you can use this product for your agency for any length of time - however, reproduction or distribution for any other use violates US Copyright laws.

EMD are commercial EMD programs. These programs have clear call taking and dispatching medical calls. Many agencies build upon common principles of pre-arrival while following certain call types, high-level training and quality control.

Benefits of using this product? Having an up-to-date and complete TRAINING MANUAL. The benefit of using this program is that there is nothing like you to do what you need to do. Your attention to this that you are providing expert leadership, direction and

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Motivation and Morale Facilitated Conversations



Sue Pivetta has worked as a certified Mediator for 10 years. Her experience in the Comm Center and with mediation has evolved into a process called “Facilitated Conversations” for agencies experiencing challenges with disputes, negativity, stress, transformation. Call anytime to talk to Sue to see if her process and ideas may fit your needs for positive change.

Lisa Barr, Comm Center Manager brought Sue in for a ‘**facilitated conversation**’. Here is what she said:

Dear Sue,

“As far as I am concerned, this was the best process our comm center supervisory staff has ever gone through. It was very healing, and we walked away with some very good tools. Your insight regarding dispatchers, dispatch centers and women in the workplace is something all Comm Centers should take advantage of. If we had gone through a traditional law enforcement style “team building workshop”, I do not believe our process would have been as successful. Thank you for all you did for us, and for all you will do for others in the dispatch profession.”

After the facilitation the group received a Summary and Notes from Sue. Here is how the group felt about Sue's summary.

“Sue, that was beautiful. Thank you so much. We are all so much better thanks to what you brought to our center. If ever we can be of any help or assistance, please do not hesitate to call.”

Winging It \$25.95 Comm Center Supervisor QnA

By Sue Pivetta

This easy to read QnA contains 50 questions supervisors ask to help them in their in-between position at the Center. For new and experienced supervisors. Great gift!



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Introducing 'NECC' National Certification Exams

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