



**911 PROFESSIONAL  
BEST WORKSHOPS**  
**fun** FUNDAMENTAL TRAINING

**TO ANYONE CONSIDERING THE EXCEPTIONAL TRAINER COURSE 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*

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Dear Cathy:

I just read your request in the APCO guestbook, regarding information on the early plans and beginnings of 9-1-1. The APCO magazine archives probably hold many articles relating to that subject. My choice for simple, straight forward info and background is Sue Pivetta's company Professional Pride, at [www.911trainer.com](http://www.911trainer.com). Toll free business number is 800-830-8228 Her 9-1-1 manual has been used in community college 9-1-1 Development programs and has chapter material containing the onset of 9-1-1 in the US. She wrote and conducts a training class "The 911 Puzzle: Putting the Pieces Together" (it was for NENA in 1994). Her creative team can build any kind of lesson, lecture, classroom exercise ... whatever you need. I just attended her class "The Exceptional Trainer" (she wrote a book same name in 1996; I recommend it for your work). What an eye opener that class was! Most of the attendees were from Portland's 9-1-1 center (lots of veteran dispatchers and tons of negativity at onset, but became more excited as the 2nd day progressed). It was training and direction and education in use of left and right brain, artistic expression, compassion and empathy... Dynamite class!!

I'm a retired 30 year dispatcher/9-1-1 Operator from Clackamas County, in Oregon City, OR, who has been teaching 9-1-1 Development to community college students for the past 14 years. Our profession has worn many hats since I began in 1971; among them: Records/Dispatch Clerk, Communications Specialist, Fire Alarm Operator, Telecommunicator, and "Hey, you". Any help I can be, let me know.

Bless your heart for taking the Trainer responsibility. Good Luck, Cathy.

Cordially,

Anita E. Beckwith  
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